



Go Ape Product and Services Terms and Conditions

By entering our Products and Services site you agree to abide by the terms and conditions of use thereof. The placement of an order online for the purchase of our Gift Vouchers, Merchandise products and any Services indicates your acceptance of these terms and conditions.

Making a Purchase

Making a purchase could not be easier. Just browse our products, and add any items that you wish to buy into the basket. By submitting your order you are offering to buy goods and allowing us to use your personal details for the purpose of supplying those goods. We will only pass your details onto the people who we may subcontract out to do the delivery. All online orders are confirmed by email. We will contact you by e-mail or telephone regarding any delivery delays or security issues.

Availability

We do try to keep the website up to date so that items on the website are in stock. Sometimes items sell out really quickly. When this happens we try our best to offer alternatives or let you know when they will be back in stock. We know this can be really frustrating and we work hard to stop this occurring. We endeavour to deliver goods within the times stated but goods are subject to availability and some delays are out of our control. Any dates we specify for delivery of goods are approximate and we shall not be liable for any losses, costs, damages, charges or expenses caused by any delay.

Credit Card Security

At Go Ape, all online purchases take place safely, using the latest Internet security technology to protect our customers. We encrypt your entire transaction including your credit card information to ensure your purchases with us are private and protected as they travel to us via the Internet. We accept orders only from Web browsers that can use Secure Socket Layer (SSL) technology – this means you cannot inadvertently place an order through an unsecured connection. Most web browsers now support this. Your payment details are held in an encrypted format until we process your order. This additional level of encryption makes it even harder for unauthorised parties to read any information that you send us. The site is Verisign assured, which is an independent hallmark and is industry standard security.

Payment

You can pay for your order by using the following: Visa, MasterCard, Delta/Connect or Maestro.

We do not accept American Express. All card payments are authorised at the point of ordering, which will require the cardholders full details including name, address and telephone number.

These must match the exact details registered with the card user. We will not debit your card until your items are ready for dispatch.



Content

Although Go Ape will do their best to ensure the accuracy of all the information within this website, we shall not be liable for damages of any kind resulting from the use of this site.

Pricing

If a product is advertised at an incorrect price due to a typographical error or a supplier error we reserve the right to refuse or cancel an order whether or not said order has been confirmed. In such a case we will make you aware of this and a full refund will be given, if required. All Product and Services prices are shown in pounds sterling and are inclusive of VAT at 20%. Gift Vouchers exclude VAT.

Delivery Schedule

Please allow 5 - 7 days for delivery of your order. However, we aim to dispatch orders within 2 working days and postage should take an additional one to two days. This can be subject to availability, but you will be informed within this period if we are unable to fulfil your order for any reason.

Orders are sent by first class post, and we charge £2.50 for postage and packing per Product and

Services Order and £1.50 for postage and packing for Gift Vouchers. You will be notified via email to acknowledge your purchase.

Customer Service

Please contact us if we can be of any assistance. E-mail questions@goape.co.uk or phone 0845 643 9215 between 9.30 and 6pm weekdays.

Complaints

At Go Ape we are proud to offer a fast and efficient online shopping service. If for any reason you are dissatisfied with the service you have received, please contact us. We do need to know if things do go wrong so we can continue to improve our customer service. All complaints will come through to our Customer Service office in Suffolk where they will be addressed and dealt with. E-mail questions@goape.co.uk or phone 0845 643 9215 between 9.30 and 6pm weekdays. Letters can be sent to: Go Ape Customer Services, Banana HQ, The Drift, Fornham St Martin, Suffolk, IP31 1SL.

Exchange/Returns Policy & Cancellation Rights

If you find that any product you have ordered is unsuitable, don't worry, we have a flexible returns policy and are very happy to help you choose something else - email questions@goape.co.uk or phone 0845 643 9215 between 9.30 and 6pm weekdays.



We are happy to offer an exchange on any full price items returned to us in perfect condition within 14 days of receipt of order with proof of purchase. Sale items may be exchanged within 14 days of receipt of order if they are sent back in perfect condition with proof of purchase. Faulty items may be returned at any time. This does not affect your statutory rights.

For an exchange, please fill in the returns form you received with your delivery and include it in the parcel with the item(s) that you are returning. Goods are returned to Go Ape at your own expense. Please note that when sending a return, the parcel is your responsibility until it reaches us; we strongly recommend that you send it recorded post. Always retain proof of postage.

Send the parcel to:

Go Ape Returns, Sapphire House, Roundtree Way, Norwich, NR7 8SQ

Items received that are not in perfect condition, or are not deemed faulty, will be returned to you, at your cost. Money will only be refunded once we have received the item.

Privacy Policy

At Go Ape, we have an honest regard for your privacy during your purchase transactions with us, and have set out below the data we will request from you:

- 1) Your name
- 2) Your email address
- 3) Your home address as well as your delivery address
- 4) Your contact phone number
- 5) Your debit or credit card details and
- 6) Additional information for our marketing records

This information will enable us to:

- 1) Dispatch your purchase to your chosen delivery address
- 2) Receive your payment for this purchase.
- 3) Send you emails about our products and business, including our newsletter, Gorillabeat.
- 4) Carry out any relevant marketing exercises.

As an assurance to you, we will not provide any of your above details to a third party, and will remove you from our database should you so request. We are not responsible for the content or the privacy policies of Web sites to which this site may link.

If you require any further information on the privacy of your information, email questions@goape.co.uk or phone 0845 643 9215 between 9.30 and 6pm weekdays



Company information

Go Ape is the trading name of Adventure Forest Ltd, company number 4344477, a company

Operating under UK law. The registered office is: Unit 1 Fornham Business Court, The Drift, Fornham St Martin, Bury St Edmunds, Suffolk, IP31 1SL