

Activities Terms & Conditions

Using Les Ormes facilities

Separate agreements will be formed for activities and sports not included in the price of your holiday.

A range of facilities and activities which you may purchase separately are detailed in the welcome pack sent to you and on our online booking service. These may be booked before your break or following your arrival at the resort.

All facilities and activities (including those contained within the price of your break) are subject to availability.

We operate a “first come-first served” policy so we cannot guarantee that you will be able to book a particular facility/activity for a specific time or at all.

Activities that take place outdoors are provided subject to appropriate weather conditions prevailing at the time the activity is to take place.

We will not pay compensation where facilities/activities are unavailable or fully booked

You must ensure that any activity or facility selected by any member of your party is suitable for those who are taking part.

You must use Les Ormes facilities in accordance with guidance and instructions given to you by Les Ormes staff or notified by health and safety signage.

When using any of the activities in Jump Jersey, including trampolines, soft play, climbing walls, Ninja Warrior and Total Wipeout, children under 18 must be supervised by an adult at all times. Failure to abide by this policy may result in your booking being curtailed immediately without refund.

Payment for all pay and play sports and activities

All sports and activities must be paid for in full and all payments are non-refundable and non-transferable. On arrival you must check in at a reception prior to going to your activity, bringing with you your customer confirmation and membership card if you are a member. Failure to do may result in us denying you access to our facilities.

Re-sale of Les Ormes facilities and products

Les Ormes facilities and products are for the sole use of the person or club booking that facility or activity. You cannot book Les Ormes facilities to resell in whole or part to a third

party, without prior permission from Les Ormes in writing. Breaching this term may result in your booking being cancelled without a refund. All third-party providers must provide us with relevant documents in relation to qualifications, health and safety, first aid training, DBS and safeguarding.

Group bookings

A group booking is 12 people or more and may include sports/facility hire and/or food/beverage in our Les Ormes Brasserie. On booking, we require a deposit of 100% of the estimated value of sports/facility hire, 14 days before your event we require full payment for any food and beverage booked. Any outstanding amount for beverages or extras purchased on the day of your event must be paid in full by credit or debit card on the day. Children's parties must be paid in full on booking. Please note all payments are non-refundable.

Use of a golf course

Closure of the golf course

Unfortunately, we cannot offer a monetary refund when the course is closed, closure for circumstances beyond our control include extreme weather or any circumstances where we deem it not safe to play. During inclement weather, the golf will remain open for play. Our strict policy is play come what may.

If we are required to close the golf course we will issue you with a credit. It is your responsibility to re-book by visiting the main reception or emailing reception@lesormesjersey.co.uk.

Golf memberships

Memberships can be purchased online, once purchased they cannot be cancelled or refunded. You are required to upload a photo of the member before activating your membership, photo ID will be checked on check-in for the slot you purchased using that membership. Memberships are non-transferable, allowing another person to use your membership other than where you have shared it with another golfer for them to make a group booking online on your behalf will render it cancelled without refund.

Golf no shows

If you book a tee-off time and don't show up, you will not be entitled to a refund. If you are a 5-day or 7-day member and book and do not show up we will be charge you stored debit or credit card at the full online rate for that slot. Please make sure you check in at the reception before going out on the course.

Golf dress, footwear and equipment code

Each golfer must have their own clubs, metal spikes are not permitted on the course or Les Ormes Brasserie. No denim jeans, jackets, shirts or other items of denim clothing, no work clothes or clothes we deem to be inappropriate are to be worn on the course. Strictly collared shirts.

Golf Buggy hire conditions

Golf buggy use is subject to course conditions. Golf buggy bookings are only requests and cannot be guaranteed, customers with medical conditions and members will be given priority over buggy use. Any persons wishing to hire a buggy will need to show a valid driving license.

Golf maximum playing time for 9-holes is 2 hours and 4 hours for 18-holes. Please be on the 1st tee at least 10 minutes prior to tee-off time.

Swim school**Securing a swim school place class space**

Swimming lessons must be paid for in advance.

Refund of swim classes policy

Unfortunately, we cannot give refunds or credits for unused classes. The exception to this is where the swimmer has a certificated illness at the time of the lesson. In these circumstances, you will be required to produce a valid medical certificate. Notwithstanding this, all credits are at the discretion of Les Ormes.

Terms applying to Jump Jersey**Age restrictions**

Children under the age of 12 must be accompanied by an adult this adult is deemed to be the child's parent, guardian or carer and must be a person aged 18 years or over. Children under the age of 12 must be supervised at all times within the below adult to child ratios;

Ages 5 years to under 12 years old, inclusive one adult to no more than 5 children.

Newborn to 5 years inclusive, one adult to one child.

Please note children under 8 years must be accompanied by adults in the toilet areas.

Attire for using Jump Jersey Equipment

You must wear Jump Jersey socks with rubber grips at all times when using Jump Jersey Trampolines, Ninja Warrior and Total Wipeout. Training shoes must be worn when using

Jump Jersey Climbing Arena. Regular socks must be worn for Jump Jersey's toddler and adventure soft play areas. Suitable attire must be worn at all times when using Jump Jersey equipment.

Weight restrictions

You will not be able to use Jump Jersey equipment if you exceed the manufacturers recommends a maximum weight for that piece of equipment

- Trampolines, max weight 120KG (18 Stone)
- Climbing arena, you must be over 15kg under 120kg

Medical conditions

You must not use Jump Jersey equipment if you have one of the following conditions unless cleared to do so by your GP. We reserve the right to prevent you from using Jump Jersey equipment where we reasonably believe you may have one of these conditions and cannot show documentary evidence from your GP that you are medically fit to use Jump Jersey Equipment.

- Circulatory conditions
- Heart or lung conditions
- Recent surgery
- Back or neck conditions (including rodged back and brittle bones)
- High blood pressure
- Spine, musculoskeletal or head injury
- Pregnancy

Les Ormes is an inclusive business, however, your safety and wellbeing is our priority, therefore; Customers with Down's Syndrome and neck instability prior to taking part in such activities, will be asked to obtain evidence that a GP or paediatrician has screened them using the screening test developed by the British Gymnastics Association for Atlanto-Axial Instability. Approval for participation signed by the GP or paediatrician shall be provided before taking part in any trampolining activities.

Customers with Achondroplasia (disproportionate Dwarfism) should not participate in trampolining as it is not recommended to perform gymnastics skills that involve repeated jumping or rebounding.

Height Restrictions

Minimum, and in some circumstances, maximum height restrictions apply:

- Ninja Warrior Course minimum of 1.2 metres
- Total Wipeout Machine minimum of 1.2 metre
- Airbag Jump Tower minimum of 1.2 metres
- Climbing area (including Power Tower and Stairway) minimum 1 metre
- Adventure soft play area maximum of 1.4 metres
- Toddler trampoline area maximum of 1.2 metres

Standards of behaviour You and those under your control must act in a way that does not endanger yourself or others. You must follow and obey all reasonable instructions given by Jump Jersey staff. Your general behaviour and that of persons under your control must not spoil the peaceful enjoyment of other Jump Jersey users.

Breach of term and conditions

If you breach any of Jump Jersey's terms and conditions, you will be asked to leave Jump Jersey with immediate effect without a refund.

Jump Jersey no show

If you book a slot with your membership and don't check in for that slot, we will charge your stored debit or credit card at the full online rate for that slot. Please make sure you check in at the Jump Jersey reception and view the briefing session before you start your activity.

The Contract

All contractual obligations arising from this contract come into existence in Jersey and are subject to the jurisdiction of the Jersey Courts.

Swimming Pools

No alcohol may be consumed before entering any of our swimming pools, Glass bottles are not to be taken out of your accommodation into any of the pool areas. Our staff have

the right to ask you to leave should you be causing a disturbance or suspected of being under the influence of alcohol.

Les Ormes Padel

Opening hours are fixed by the Company and are subject to change without prior notice.

The Company may at any time close the Club's premises or any part thereof, without notice, in order to; execute repairs, alterations, accommodate external events, re-decorations or otherwise, to facilitate programmes or on certain holidays.

The Company reserves the right to refuse entry to the premises at its absolute discretion.

It is the guest's responsibility to ensure that they are capable of undergoing any activity. All activities are pursued at the person's own risk.

Whilst every effort has been made to ensure the accuracy of bookings the management reserves the right to cancel or re-schedule bookings after publication and at short notice. The programme may be amended during public holidays.

Use of facilities is at the guest's own risk and under their own medical advice.

Sports or casual attire, must be worn, this includes not going topless on the courts or the social areas. Guests are requested to wear at all times appropriate clean footwear on the courts. Appropriate attire must be worn in the restaurant. Footwear must be worn at all times.

Pets are not allowed in the Club.

Smoking is not permitted anywhere at Les Ormes

Only food purchased from Les Ormes should be consumed within the club.

No alcoholic beverages or drugs of any kind may be brought into Les Ormes.

No cigarettes or e-cigarettes are allowed within Les Ormes.

Mobiles may be used for phone calls in all areas ,excluding wet areas, if done discreetly and in a non-disruptive manner. The use of professional photography or videography equipment is prohibited. Photography and filming is prohibited in all changing rooms and wet areas.

In the interest of safety, no glass container may be taken into any court areas, changing areas.

Be considerate of others; loud or abusive language will not be tolerated.

All bookings are final and no refunds or exchanges will be given. Customers can re-schedule their booking via their account 7 days or more prior to their booking date.

The company is not liable for any injuries, accidents, or loss of personal belongings in the padel courts

Children under the age of 12 years must be supervised by an adult over the age of 18.

Any damages or non returns of rental equipment will be chargeable.

Coaches are required to provide proof of insurance. Our team reserves the right to request this documentation as a condition for allowing coaching.