

Thanks for checking out Experience Gifts at electricshopping.com! Here's all the information you need about the great gift vouchers we have to create an unforgettable day, with memories to last a lifetime.

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About Experience Gifts

Flexible Gift Vouchers

Vouchers are valid for 9 months and enable the recipient to book a time and date of their choice to complete their activity.

Exchangeable Vouchers

With so many experiences to choose from we know how hard it is to decide which voucher to buy that special someone. If the recipient decides they would prefer to select an alternative experience to the one purchased we offer a no quibble exchange policy that allows them to exchange or upgrade the gift voucher.

The Experience Gift Pack

Every order arrives in an unmarked envelope containing an immaculately presented colour pack. The pack itself comprises a personalised gift certificate, gift voucher, maps and activity overview sheet detailing what to expect, what to wear and any relevant instructions.

Hassle Free Activities

There is nothing more annoying than hidden extras, which is why our packages include everything from safety equipment, overalls, instruction and any necessary memberships to governing organisations.

Questions and Answers

What do I actually get sent through?

We believe that the once in a lifetime experience starts with the gift pack and finishes with a fantastic day/weekend. With this in mind we have developed an exquisite full colour gift pack sealed inside a silver 'once in a lifetime' envelope. The packs are beautifully presented guaranteeing the 'wow factor' from the moment the recipient opens the envelope.

Each pack is delivered under plain cover, inside is a 'Once In A Lifetime' envelope containing a full colour glossy gift presentation folder that opens displaying a gift certificate displaying a personalised message from you. Also included in the pack is a gift voucher, full event description, itinerary, important notes, directions.

Can I include a personalised message in the gift pack?

Of course. The gift presentation folders are designed to ensure the first thing they see is a certificate containing your personalised message. When making your order let us know that you would like a personal message and we will insert it for you. If you prefer this section can be left blank for you to fill out by hand.

What is the delivery information for the packs?

All orders are sent within 1 working day by Royal Mail post.

Delivery:

All gift packs are sent under plain cover to make sure your gift stays a surprise. You can select whether you want the pack sent to you or the recipient or a separate address. Please let us know if you would not like a receipt sent to the same address.

Can I book the event date at point of purchase?

No. All of our vouchers are sold on an open dated basis. The benefit of this is that if your gift is a surprise and the recipient decides they want to upgrade or swap to an alternative experience then they have that flexibility to change, which you wouldn't have if the experience and the date were pre-arranged.

How long are the vouchers valid for?

All of our vouchers are valid for 9 months from the date we send out your pack (unless otherwise specified). You must book and redeem your experience by the expiry date shown on the voucher in the gift pack.

Are there any restrictions I should be aware of such as fitness or age before making a purchase?

Yes. All of our experiences have some type of restriction attached to them. These restrictions cover areas such as age, weight, height, physical health, fitness etc. We ask you to read all of the information provided on our 'important notes' section of each experience. It is your responsibility as the purchaser to ensure that the voucher restrictions are suitable for the intended recipient. Electricshopping.com & Maximise will not be held responsible for vouchers sold which comprise restrictions that are unsuitable for the recipient and breach the conditions of use. If you are unsure of the suitability of a particular product contact us.

Do you provide personal accident insurance?

Yes we do. Whilst we screen every supplier to ensure they abide by health and safety guidelines and employ best practices, we strongly recommend you make a provision for a Personal Accident and Cancellation Insurance Policy. Our insurance policy costs £10.00 per person. Our policy provides the following benefits per person- Cancellation, Curtailment; Personal Accident; Medical Expenses; Baggage & Personal Effects; Personal Money; Personal Liability. Further details available upon request. This policy is administered by our experience gift supplier.

How Do I Redeem My Voucher?

It couldn't be easier, simply call our experience supplier on the telephone number listed in your experience pack. To accept your booking they will need your name and unique voucher reference number.

When booking your experience please have two or three dates in mind and bear in mind that most events are booked up to 3 weeks in advance.

Will the weather affect my activity?

A number of our experiences are weather dependent and you will find details regarding this in the important notes section online and in the gift pack. For weather dependant experiences such as flying, sailing etc. you need to contact the supplier (usually 24 hours before arrival) to ensure conditions are suitable. If our supplier postpones the event due to adverse weather you will be able to rebook a new date/ time. We do not issue refunds on postponed events

I've decided that I want to cancel the gift voucher. Can I get a refund?

Yes you can. If you or the recipient is not entirely happy you have the right to return any goods within 14 days of purchase and request a refund. All refunds will incur a 10% administration charge (minimum £20.00 and maximum charge of £50.00). For full refund information please see our terms and conditions.

I've already booked my experience date. Can I cancel or change it?

Once you book a specific date with an operator you are bound by their terms and conditions regarding cancellations. Changing a booked date amounts to a cancellation, so once your booking has been made you may incur cancellation charges. Please note that we cannot accept rescheduling or cancellation of an experience within 21 days of the event date.

My voucher is about to expire. Can I extend it?

Yes you can. If you don't have the opportunity to use the voucher before the expiry date, then if you contact us before the expiry date, we will renew the voucher for a further period of 9 months, for an administration fee of £20, and, if applicable any difference between the current price and the price the voucher was purchased at. We cannot extend expired vouchers. For further details see our terms and conditions.

I have lost my voucher. Can I get another one?

Yes you can, providing it is still valid. To do this we will have to cancel the original one and issue you with a duplicate one with a new reference code. To do this there will be a £20.00 administration charge including postage and packaging.

My question is not answered here!

If you would like any more information, please contact our customer satisfaction team on 08704 030242.

Gift Terms and Conditions

Experience Gifts are provided by an external supplier, and due to this carry supplemental terms and conditions which are in addition to our standard terms of sale. Please read the terms when making your selection. **Electricshopping.com acts as an agent/intermediary on these products. All our range of experience gifts are supplied to us via our gift partner, Maximise Exterprises.** Their registered office is 20 Wood Street, Barnet, Hertfordshire EN5 4BJ.

Voucher & Experience Terms: Maximise arrange activities with independent suppliers who make the activities available subject to their terms and conditions. They after all exercise day-to-day control of the activities. The activities are made available on the basis of your acceptance of the supplier's terms and conditions as well as ours. Descriptions of the experience are summaries only and they are not intended to be detailed. Maximise will try to supply what was bought but occasionally will make some changes. In particular, if specific vehicles or celebrities are mentioned, we reserve the right to make reasonable substitutions if made necessary by some act beyond our reasonable control e.g. mechanical break down or illness. We reserve the right to add, withdraw or substitute locations for activities. We reserve the right to make any reasonable changes to any activity programme without notice. If the change is material, we will inform you. Maximise reserve the right to cancel if our supplier or we considers safety risks unacceptable, if the venue becomes unavailable, if we believe that the person or persons booking may harm our reputation or if you become insolvent. Please note that we do not have to cancel because of adverse weather conditions. If Maximise cancel by reason of adverse weather or because our supplier or we considers safety risks unacceptable we will reschedule the activity for another date. We will not refund payment. If we cancel for any other reasons, we will refund all payments made by you. Any refunds will be made to the purchaser of the gift and if the payment has been by credit card, refunds will be to the same card. Any liability on our part arising out of cancellation is limited to refunding your money and does not extend to any other loss or expenses you may suffer. Once you book a specific date with an operator you are bound by their terms and conditions regarding cancellations. Changing a booked date amounts to a cancellation, so once your booking has been made you may incur cancellation charges. Please note that we cannot accept rescheduling or cancellation of an experience within 21 days of the event date. **Activities are offered subject to availability and you should not make any travel or similar arrangements until we, or our supplier, have confirmed the specific activity and location in writing.** We reserve the right due to mechanical breakdown, illness or weather conditions we reserve the right to vary the activities available to voucher holders without notice but will of course seek to make available a reasonable range of activities. If this is not possible we reserve the right to cancel the experience at short notice. All of our vouchers are valid for 9 months from the date we send out your pack (unless otherwise specified) and must be booked and redeemed within this period. Vouchers can be extended once only for a period of 9 months. **Vouchers are non transferable, and can not be given to anyone apart from the recipient.**

Risk & Insurance: We organise a wide range of activities. Some involve a degree of risk of physical injury or damage to property. This is what makes the activity exciting. We do not exclude our liability for death or personal injury caused by our negligence or that of our employees. We do not accept liability for the negligence of any one else. We believe our suppliers observe proper standards but do not guarantee their performance or observance of such standards. You may be required to sign a disclaimer of liability by our supplier or us. If you not willing to do so, you may not be permitted to take part in the relevant activity and will not be entitled to any refund. You must behave in a safe and courteous manner, observe the proper instructions of any supervisor or activity leader, dress and equip yourself in accordance with any advice we or our supplier gives, use safety equipment as instructed and you must not tamper with or abuse it. You will have to compensate us or our contractors for any damage negligently caused by you. Please note that our gift experiences do not include personal accident insurance within the package price. Whilst we make screen every supplier to ensure they abide by health and safety guidelines and employ best practices we strongly recommend you make a provision for a Personal Accident and Cancellation Insurance Policy. Our insurance policy is available at a cost of £10.00 per person and can be purchased online or via our sales team over the telephone. Our policy provides the following benefits per person - Cancellation, Curtailment; Personal Accident; Medical Expenses; Baggage & Personal Effects; Personal Money; Personal Liability. Further details available upon request.

These terms and conditions do not affect your statutory rights. Terms correct as at 7th April 2006.