

Cycling Sessions Terms and Conditions

These terms apply to everyone attending or taking part in a Wheels for Wellbeing cycling session, including participants, parents, carers and support workers.

Cycling involves ordinary risks, including falls, collisions and injury. We manage risks carefully, but cannot remove every risk. Nothing in these terms excludes or limits any responsibility that Wheels for Wellbeing cannot lawfully exclude, including responsibility for injury caused by our negligence.

The person making the booking must ensure that these terms are brought to the attention of the participant and any accompanying parent, carer or support worker. By booking or taking part, they agree to follow the terms that apply to them.

1. Before taking part

- Participants must provide accurate information about any health condition, impairment, medication, access need, behaviour or other matter that could affect safe participation.
- Participants should only take part when they feel well enough to do so. Tell staff immediately if you feel unwell before or during a session.
- Wheels for Wellbeing may assess whether a cycle or activity is suitable and may refuse, pause or stop participation where reasonably necessary for safety. We will try to provide a suitable cycle but cannot guarantee that a particular cycle or model will be available if it is already in use, unavailable, being repaired or considered unsuitable for the participant.
- Anyone under 18 must attend with a parent, guardian or responsible adult who is aware of the safety requirements of the sessions and must remain present at all times.
- Group and organisation bookings must provide accurate information about participant numbers, support ratios and any known risks or support needs that could affect safe participation.
- WfW may refuse or pause participation where our staff reasonably believe that alcohol, illegal drugs, medication or another condition is affecting a person's ability to take part safely.
- WfW provides a range of cycles and adaptations for participants to use. Personal cycles, helmets, mobility equipment or accessories brought to a session remain the owner's responsibility. WfW may refuse their use if our staff reasonably consider them unsafe or unsuitable for the activity.

2. Support and supervision

WfW staff provide cycling instruction and session oversight. They do not provide personal care, one-to-one supervision or support-worker services.

- A participant who needs personal support, close supervision, communication support or assistance with personal care must attend with enough suitable support.
- The accompanying parent, carer or support worker remains responsible for that personal support, including helping to manage behaviour where this is part of the participant's support needs, and must follow our staff's instructions.

- Please tell our staff before cycling about behaviour, communication or support needs that may affect the participant or other people.

3. Safety during the session

- Follow all instructions, signs and safety briefings given by WfW staff.
- Use only the cycle allocated or approved by staff and do not adjust, dismantle or misuse equipment.
- Use the brakes to stop. Do not use feet, barriers or other people to stop the cycle.
- Check that the route is clear before moving off and travel only in the direction set for the circuit.
- Ride at a safe speed and leave enough space from other participants.
- Stop cycling and tell staff immediately if a cycle feels unsafe, becomes damaged, or if an accident, near miss or concern occurs.
- Wear suitable clothing and footwear. Loose clothing, bags and accessories must be kept away from wheels, chains and moving parts.
- Bring suitable weather protection and water. Our staff may change, pause or stop activities because of weather, surface conditions or other safety concerns.
- The Session Manager may control numbers on the circuit, hold riders back, change the route or direction, or restrict access to part of the venue where this is reasonably necessary for safety or capacity.
- In an emergency, evacuation or other serious incident, participants and accompanying supporters must follow our staff's instructions promptly.

Helmets

A helmet may be required for a particular participant, cycle or activity following staff assessment. Where a helmet is required, it must be worn correctly and securely. Staff can help check the fit.

Photography

Do not photograph or record other participants without their permission and prior approval from the Session Manager. WfW photography and filming are governed by separate consent arrangements.

4. Equipment and personal belongings

WfW takes reasonable steps to inspect, maintain and service its cycles. Participants must still carry out any simple checks requested by staff and report concerns promptly.

Participants are responsible for deliberate, reckless or unauthorised damage they cause to WfW equipment. WfW is not responsible for loss of personal belongings unless the loss results from WfW's negligence or another responsibility that cannot lawfully be excluded.

5. Behaviour and ending participation

Everyone must treat participants, staff, volunteers and visitors with dignity and respect. WfW may pause a person's participation or ask them to leave the session where their behaviour creates, or is reasonably likely to create, a risk to themselves or anyone else, including where a parent, carer or support worker is unable to provide the level of supervision or behavioural support needed for the session to continue safely. This may include, but is not restricted to, situations where they:

- do not follow safety instructions;
- behave in a way that places anyone at risk;
- damage equipment deliberately or recklessly;
- harass, threaten or abuse another person; or
- prevent the session from operating safely.

Where it is safe and reasonably practical, staff will explain the concern and consider appropriate reasonable adjustments before ending participation. WfW may require someone to leave immediately where this is reasonably necessary to protect the safety or wellbeing of participants, carers, support workers, staff, volunteers or visitors.

Where a participant's behaviour, support needs or a previous incident has created a significant safety concern, WfW may temporarily pause that person's attendance while the situation is reviewed. We may discuss the circumstances with the participant and/or their parent, carer, support worker, care home, support provider or other responsible organisation.

Where appropriate, WfW may ask for an individual risk assessment or support plan to be drawn up before attendance resumes. This may include information about known risks, triggers, supervision requirements, support strategies and reasonable adjustments that could help the participant return safely. Attendance may remain paused until WfW has enough information to make a reasonable and proportionate decision about safe participation.

Before imposing any longer-term restriction on attendance, WfW will consider whether reasonable adjustments, additional support arrangements or other proportionate measures could enable the participant to attend safely. Repeated or serious breaches of these terms may result in a longer restriction or withdrawal of access following an individual review.

6. Bookings and payment

A paid booking is confirmed when WfW receives payment and sends a booking confirmation. The confirmation will state the session date, time, location and price. **A booking is valid only for the specific session time shown in the confirmation email.** Please check it and contact us promptly if anything is incorrect.

Participants can only attend the session time they have booked. Arriving early does not give access to an earlier session. Entry to another session is subject to availability and staff approval and must never be assumed.

If a participant arrives for a different session time and chooses not to attend the time they actually booked, this will be treated as a late cancellation or non-attendance. No refund or last-minute transfer is due solely because the participant preferred another session time or arrived outside their booked time.

Participants who are coming for the first time and arrive significantly late for their booked session may be unable to join if the safety briefing has been missed or if admitting them would disrupt safe operation. A late arrival does not automatically entitle the participant to a refund or transfer.

Participants who leave during a session should check with staff before rejoining the track or activity, as re-entry may depend on safety, capacity and what is happening in the session at that time.

7. Cancellations and refunds

Because sessions are leisure activities provided on a specific date and time, the usual 14-day cooling-off right for online purchases may not apply. The cancellation terms below therefore apply unless WfW agrees otherwise or the law requires a different outcome.

Booking type	Notice required	Refund
Individual booking	At least 24 hours before the session starts	Full refund
Group or organisation booking	At least 72 hours before the session starts	Full refund
Late cancellation, non-attendance, late arrival, or attending outside the booked session time	Less than the required notice, failure to attend the booked time, arriving too late to join safely, or choosing not to attend because another session time is unavailable	No refund or last-minute transfer, unless WfW agrees to an exception
WfW cancels the session	No notice requirement	Full refund or an agreed transfer to another session

Refunds will normally be returned to the original payment method within 5 working days after WfW processes the cancellation. For invoiced bookings, the cancelled session will be removed from or credited against the relevant invoice.

WfW may cancel or change a session because of unsafe weather, venue problems, staff absence, equipment concerns, emergencies or other circumstances outside reasonable control. We will give as much notice as reasonably possible by contacting the account holder.

8. Liability and insurance

WfW maintains appropriate insurance and remains responsible where the law says it must. Nothing in these terms excludes or limits liability for fraud, fraudulent misrepresentation, or personal injury caused by negligence, or any other liability that cannot legally be excluded.

Subject to those protections, WfW is not responsible for loss caused by a participant's failure to follow instructions, inaccurate information, misuse of equipment, or events outside WfW's reasonable control.

9. Accessibility, complaints and contact

Please tell us in advance about reasonable adjustments or communication support you need. To raise a concern, request an alternative format or discuss a booking, contact:

Wheels for Wellbeing

Telephone: 020 7346 8482

Email: info@wheelsforwellbeing.org.uk

Personal information is handled in accordance with the WfW Privacy Notice published on our website.

10. Agreement

These terms do not replace WfW's duty to assess and manage risk, provide suitable equipment and instruction, make reasonable adjustments, or comply with health and safety, equality and consumer law.

Last updated: August 2026