



HELL & BACK Terms & Conditions

These Terms & Conditions apply to all HELL & BACK events organised by Alive Outside, including but not limited to:

- Adult events;
- Junior events;
- Teen events; and
- Family events where participants aged 10+ must take part with a parent or guardian.

1. Declarations

- **Adult Participants:** By accepting these Terms & Conditions, you agree that Alive Outside is not liable for any personal injury or any other accident that may cause injury to you. In case of injury or illness, you give consent to emergency transportation and the administration of first aid and medical treatment.

Participants in Long-Distance Challenges, which are for participants with a good to excellent level of fitness only, acknowledge that strict time limits apply at certain points on the course; failure to meet these results in removal without refund.

- **Team Leaders / Group Managers (2+ participants):** As Team Leader / Group Manager, it is your responsibility to ensure all members accept these Terms & Conditions. You must make your team/group aware of the risks and pass on important event information. Alive Outside is not liable for injuries to you or your teammates.
- **Parents/Guardians:** By accepting these Terms & Conditions, you agree that Alive Outside is not liable for any personal injury or other accident that may cause injury to you, your child(ren) or any children you register. You must make sure other parents/guardians are fully aware of the risks associated with participation. In case of injury or illness, you consent to emergency transportation and first aid.

2. Personal Accident Insurance Cover

- **Adult Events:** It is the responsibility of each participant to ensure they have suitable insurance. Alive Outside strongly recommends Personal Accident Cover.

For Main Event Weekends, a €6 per person Personal Accident Insurance Fee is mandatory. This policy, underwritten by AIG Ireland, includes up to €1,500 Medical Expenses per person for injuries sustained during the event (Loss of Income is not covered).

- **Junior, Teen & Family Events:** It is the responsibility of each parent/guardian to ensure they have suitable insurance. Alive Outside strongly recommends Personal Accident Cover.

For Main Event Weekends, a €3 per child Personal Accident Insurance Fee is mandatory. This policy, underwritten by AIG Ireland, includes up to €1,500 Medical Expenses per child for injuries sustained during the event.

3. Physical Condition of Participants

Alive Outside recommends that all participants (adults and children) with health-related concerns consult a medical professional before registering. All participants take part at their own risk. Team Leaders, Group Managers and Parents/Guardians must ensure their members/children are medically fit to participate.

4. Infectious Diseases

All events take place in Killruddery Estate, a large working farm, which is home to a wide variety of plants and animals, both domestic and wild. As the course involves running through ponds and rivers and other natural terrain, Alive Outside encourages all participants and parents/guardians to know the symptoms of Infectious Diseases, especially Weils / Leptospirosis Disease. This is an acute, infectious disease spread by infected wild and domestic animals. If you or your child develop any symptoms after the event you should see a medical professional immediately.

By accepting these Terms & Conditions, you agree to the risks associated with running through the natural habitat of these plants and animals. Alive Outside does not accept liability for any illness contracted – everyone takes part at their own risk.

For more information, [read about the risk of infection on working farms](#).

5. Refunds

Your registration is secured upon completion of the online purchase. As this purchase is for a specific event on a specific date, unfortunately you are not entitled to a refund in case you cannot attend.

You may be able though to transfer your registration to another person or move to another event (subject to availability) – see 6. Replacement Participants and 7. Transfers/Switching Events below for more info.

6. Replacement Participants

- **Adults:** Up to 7 days before the event, you may be able to appoint a replacement using the [Manage My Booking](#) feature with your registered email and Order Reference. Within 7 days of the event, replacements can only be processed manually at the Registration Tent on the day. Please bring the original participant's details so we can locate the booking and complete the transfer. Email registrations@aliveoutside.ie if you have any issues.
- **Juniors, Teen & Family:** Up to 7 days before the event, you may appoint a replacement by emailing registrations@aliveoutside.ie. Within 7 days of the event, replacements can only be processed manually at the Registration Tent on the day. Please bring the original child's details so we can locate the booking and complete the transfer.

7. Transfers / Switching Events

Transfers to another event are possible up to 4 weeks (20 working days) before the event. Within 4 weeks, transfers are not possible. Email registrations@aliveoutside.ie if you have any issues.

8. Event Rescheduling Policy

Alive Outside reserves the right to postpone/reschedule events due to extreme weather or unsafe conditions. Decisions will be made no later than 9pm the night before where possible.

Notification will be made by email, SMS, website and social media.

In the case of an event being postponed and rescheduled, you will have the option of:

1. Switching your registration to the new reschedule date; or
2. Getting a full refund*.

** To avail of a full refund, you must email info@aliveoutside.ie within **72 HOURS** of the rescheduled date being announced. Unfortunately we will be unable to offer you a refund if you do not contact us within this time.*

Please email info@aliveoutside.ie if you change your email or SMS details.

Alive Outside is not liable for any costs incurred by participants resulting from the postponement and rescheduling of an event, including accommodation, transport etc.

9. Age Restrictions

- Adult Events: Suitable for participants aged 16+.
 - Participants aged 16 & 17 must provide parental/guardian consent upon registration.
- Junior Events:
 - Events up to 5KM are suitable for participants aged 8+
 - 7KM events are designed for children aged 10+.
 - While there is no strict upper age limit, these events are primarily designed for primary school-aged participants up to age 13.
- Teen Events: Suitable for participants aged 12+.
- Family Events: Suitable for participants aged 10+, accompanied by an adult.

10. HELL & BACK is a Challenge, not a Race

All HELL & BACK events are designed as a challenge, not a race. No official timings are recorded. Clocks at start/finish lines allow participants or parents to note times if desired. The ethos is about camaraderie, teamwork and helping fellow participants, rather than competition.

11. Optional Additional Costs

Entry includes registration, insurance and finisher's gift. Extra services that can be purchased may include car parking, shuttle bus, merchandising and/or priority wave starts.

12. Photo Gallery & Image Rights

We regularly have official photographers at our events taking action photos of participants and spectators. We then post these images to dedicated albums on our Social Media pages, including [Facebook](#) and [Instagram](#).

We may also use some of these photographs in the future for promotional material, including websites, brochures, posters, advertising (print and online) etc.

There are also a number of Sponsor Obstacles on the course. Photographs of participants negotiating these obstacles are hosted on the websites/social media pages of the Event Sponsors.

If you would like your photo at one of our events removed from our website or social media pages, please get in touch with us by emailing info@aliveoutside.ie and we will deal with your request immediately. You can ask us to stop using your image at any time, in which case it will not be used in future publications but may continue to appear in publications already in circulation.

If you have any questions relating to the way we use participant photos, please contact Alive Outside's Data Protection Officer, Aidan Walsh on aidan.walsh@aliveoutside.ie.

You have the right to lodge a complaint against Alive Outside regarding data protection issues with the Data Protection Commission (DPC) www.dataprotection.ie.

13. General Rules

Alive Outside is not responsible for lost, damaged or stolen property. A secure valuables drop is available at certain events - please use where provided.

Participants and spectators should wear suitable clothing and footwear. All must comply with event rules or risk removal without refund.

Alive Outside is an Irish company and its primary currency is Euros. We comply fully with Distance Selling Regulations. Our Terms & Conditions do not affect your statutory rights.

14. Privacy Policy

Alive Outside complies with GDPR 2018. Personal information is collected only for event participation and communication. Data may be used to inform participants about Alive Outside events, news and offers (with opt-out options). Personal data is held securely and not shared with third parties without consent, except where legally required. Full details are available in Alive Outside's Privacy Statement at www.hellandback.ie.

15. Disclaimer

Alive Outside reserves the right to amend these Terms & Conditions at its discretion. Updates will be posted on the website and participants are responsible for reviewing them. Terms are governed by the laws of the Republic of Ireland. Any disputes fall under the non-exclusive jurisdiction of the Irish courts.