



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 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 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. Photography, Image Rights & Facial Recognition

Alive Outside will have official photographers and videographers at Hell & Back taking photographs and video footage of participants and spectators throughout the event. These images and recordings may be published on our websites and social media channels, including our official [Facebook](#) and [Instagram](#) pages. They may also be used in future promotional and marketing materials, including websites, brochures, posters and print or online advertising.

There may also be a number of sponsor obstacles on the course. Photographs of participants negotiating these obstacles may be hosted on the websites and social media pages of the relevant event sponsors.

By registering for Hell & Back, you acknowledge and agree that the Participant may be photographed or filmed during the event and that those photographs and recordings may be used for the purposes described above.

Where the Participant is under 18, this acknowledgement must be provided by their parent or legal guardian.

If you do not want yourself, or a Participant under 18 for whom you are responsible, to be photographed or filmed, where possible, avoid areas where official photography is taking place. Due to the nature of a large outdoor event, we cannot guarantee that a Participant will not appear incidentally in photographs or recordings, particularly where they are part of a crowd or group.

If you would like a photograph or video featuring you, or a Participant under 18 for whom you are responsible, removed from our website or social media pages, please contact us at info@aliveoutside.ie. You may ask us to stop using the image at any time. We will consider and deal with your request promptly. If an image has already been used in printed materials or other publications already in circulation, we may not be able to recall or remove those materials, but we will not use the image in future publications where reasonably practicable.

Finding Your Event Photos

To make it easier for participants and parents/guardians to find photographs after the event, we use Fitvent's optional facial-recognition photo-search service, powered by Amazon Web Services (AWS).

Official event photographs may be processed to create numerical facial templates. These templates are used to match photographs when a Participant, or the parent/legal guardian of a Participant under 18, chooses to search for event photographs using a selfie.

Facial templates created from official event photographs are used only for the photo-matching service. They are deleted when the relevant event gallery closes and, in any event, within 12 months of the event at the latest.

Use of the selfie-search service is entirely optional. You do not need to upload a selfie or use facial recognition to access or purchase event photographs.

Participants aged 18 or over who choose to use the selfie-search service will be asked to provide separate, explicit consent to facial recognition being used for the purpose of finding their event photographs.

For Participants under 18, their parent or legal guardian must provide separate, explicit consent before a selfie may be uploaded or a facial-recognition search carried out. This consent is obtained as part of the photo-search process and is separate from accepting these Terms & Conditions.

Selfies are stored securely within the European Union and are automatically deleted within 24 hours. The facial template created from the selfie is used only to perform the search and is not retained after the search has been completed.

Selfies and facial-recognition data are not used for advertising, profiling or training artificial-intelligence models. Processing and storage for this service take place within the European Union.

If you object to facial-recognition processing, or wish to withdraw consent for a selfie search involving you or a Participant under 18 for whom you are responsible, please contact us at info@aliveoutside.ie. We will forward your request to Fitvent and deal with it promptly. Requests relating to facial-recognition data may be subject to the technical limitations and retention periods of the service provider.

Further information about how we process event photographs, video footage and facial-recognition data, including applicable retention periods and your data-protection rights, is available in our Privacy Policy.

If you have any questions about the way we use photographs, video footage or facial-recognition data, please contact Alive Outside's Data Protection Officer, Aidan Walsh, at aidan.walsh@aliveoutside.ie.

You have the right to lodge a complaint about Alive Outside's processing of personal data with the Data Protection Commission (DPC) at 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.