

## Booking Terms

### 1. Course Requirements

If you do not meet the following requirements, the course will be terminated and you will not receive a refund. We also do not cover the cost of your travel or parking.

You need to be fit enough to climb a ladder and walk for 2km.

Our courses have minimum age requirements, please look at the course information on our website to find out more.

Under 18's must be supervised directly by their parent throughout the session, 1 adult can supervise 2 of their children maximum.

During the course you can not be

- Under the influence or consume any drugs or alcohol.
- At any stage of pregnancy

All participants must meet the following equipment requirements:

- Waist: 59 cm—103 cm
- Legs (thigh): 43 cm-65 cm
- Head (crown): 50 cm-61 cm

### 2. Booking with us

We operate on a first come, first served basis. If we have offered you a booking date, but we have not heard back to you in 24 hours, we will offer that date to other customers. Your booking is complete only once you have completed the payment for the session.

### 3. Cancellations by us

Due to the weather being unpredictable, it is possible that we may have to cancel your booking if the conditions are too poor or dangerous for climbing. Otherwise, in the event of sickness, we won't be able to run your course. In these circumstances we will offer you a refund, credit/voucher or reschedule your course to another occasion. We will contact you as soon as possible with the details you provide when booking.

### 4. Cancellations by the customer

**If you need to cancel your course, please contact us by email ([hayden@southsideclimbing.co.uk](mailto:hayden@southsideclimbing.co.uk)) or phone.** We cannot guarantee a full refund if requests are made within 30 days of the course start date. You will not be able to claim a refund if the booking was made within 30 days of the course start date, you will be offered credit to rebook your course if there is 2 weeks' notice. Vouchers that we're used will be re-instated. You can not claim a refund after the course has happened.

## 5. Rescheduling courses

You cannot reschedule your courses within 30 days of your original course date. Once your course is rescheduled, you cannot claim a refund. Customers are limited to only rescheduling their course once. We can only rebook your course based on our current availability.

## 6. Privacy Notice

Bookings are usually taken through Third Parties that have their own policies, please refer to their policies. We use your details to contact you about the course. We do not actively collect data of children, if your child has given us information, please contact [hayden@southsideclimbing.co.uk](mailto:hayden@southsideclimbing.co.uk) so we can do our best to remove the data.