



### **3. Cancellations**

*Cancellation by GroupTogether Ltd - In the event of GroupTogether Ltd having to cancel a training course, you will receive confirmation in writing of cancellation and a full refund.*

- All cancellations must be in writing.*
- You should try to give as much notice as possible if you need to cancel a booking.*
- Cancellation charges are as follows:*

*At least 30 days' notice before the date of the booking: Full refund.*

*At least 14 days' notice before the date of the booking: 50% of the total cost.*

*7 days' notice or less before the date of the booking: no refund given*

*Any request to alter or amend a booking with less than 24 hours notice will be at the discretion of the duty manager. Cancellations due to weather or government guidance/changes will be fully refunded regardless of timeframe.*

### **4. Amendments**

*Any request to amend or change a booking can be made by email, phone or in person. Amendments can include, but are not limited to, reducing the number of people you have booked for, changing the date or time of the session or changing the type of session booked, i.e. changing your climbing wall booking to a water zorbing booking or the type of training course you wish to attend.*

*Any request to amend a booking more than 24 hours before the session begins will be met subject to availability.*

*Any request to alter or amend a booking with less than 24 hours notice will be at the discretion of the duty manager.*

### **5. Safety, conduct and behaviour**

*Please arrive on time for your session or training course*

*By taking part, you accept the BMC participation statement below. If you have any questions you can always ask an instructor or the duty manager.*

*"The BMC recognises that climbing and mountaineering are activities with a danger of personal injury or death. Participants in these activities should be aware of and accept these risks and be responsible for their own actions."*

*All customers will always be expected follow the instructions of any instructor or trainer. Customers will always also be expected to behave in a responsible manner to ensure the safety of all people using our services. Any person whose behavior is deemed unacceptable may be asked to leave the session or course immediately. No refund will be offered in this eventuality. The final decision of asking a customer to leave will be at the discretion of the duty manager.*

#### **6. Smoking / E-Cigarettes / Vaping**

*Smoking is NOT permitted within any area where GroupTogether Ltd is working. This includes the use of E-Cigarettes, vaping or any other variation.*

#### **7. Injury**

*All injuries sustained whilst using any of GroupTogether Ltd services, must be reported to the duty manager immediately. Medical declaration forms must be completed for group bookings before participating with GroupTogether Ltd services. All GroupTogether Ltd staff are first aid trained.*

#### **8. Pregnancy**

*We encourage anyone who is pregnant to inform the trainers of a course immediately at the start of the course. Measures will be put in place and adjustments made. Participates are advised not to use our adventure activities if they are aware they are pregnant.*

#### **9. Alcohol and Drugs**

*GroupTogether Ltd staff have the right to refuse entry to our sessions or courses, if they suspect the participant is under the influence of alcohol or drugs. It is highly recommended that participants are not under the influence of alcohol or drugs before or during their use of our services.*

#### **10. Privacy Policy**

*Our privacy policy is available on our website <https://grouptogetherltd.com/privacy-policy>*

***Any breach in our terms and conditions will result in termination of our services.***