

TERMS AND CONDITIONS
ACTIVITY BOOKINGS**PAYMENT**

All activities need to be paid for at the time of booking.

- Bookings up to and including £100 must be paid for in full.
- For bookings of £100 or over, a minimum deposit of 50% of the total, or £100 is required – **whichever is greater.**
- Any outstanding balance must be paid at least 7 days before the date of the activity; this also applies to invoiced activities.
- Activities booked with less than 7 days notice must be paid in full.

CANCELLATIONS AND REFUNDS

- To give us the opportunity to fill the space vacated by you, full refunds will only be given if you give us at least 8 full days notice to cancel a booking. Please note, your booking is still live until you have received confirmation of the cancellation from Highball e.g. if you cancel via email at 11pm (or leave an answerphone message), we will not view that email until the next day.
- Refund terms are as follows:
 - 8 or more days notice given = 100% Refund
 - 3 to 7 days notice given = 50% Refund
 - 48hrs or less notice given = No Refund Given
- If you have paid a deposit, we will use this to pay any cancellation fee due, before refunding any balance.
- If you have elected to pay via invoice and cancel within the 7 day notice period, we will invoice in line with the refund terms above.
- If a booking is cancelled due to an unforeseen medical reason and a medical note is provided, we will keep the payment/deposit and the activity must be re-booked within 3 months.

MAKING CHANGES TO YOUR BOOKING

- You can make changes to your booking at any time.
- Any revisions which results in partial or full cancellation will be subject to refund terms above.

IF WE HAVE TO MAKE CHANGES TO YOUR BOOKING

- If we have to cancel your session, we'll try our best to rearrange the session at a time convenient to us all. In the very unlikely event we can't, any payment made relating to the activity will be refunded in full.

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ACTIVITY BOOKINGS**OUR INSTRUCTORS AND COACHES**

- We use specific instructor to student ratios to teach and supervise groups. These are at Highball's discretion.
- Instructors and Coaches are charged 'per instructor, per full hour' i.e. 2.5hrs would be charge at 3hrs.
- Our instructors are responsible for the group once the activity starts. We reserve the right to remove an individual or to stop a session if the behaviour of an individual or of the group is unsafe. No discounts will be made for sessions ending early due to disruptive behaviour.
- Sessions will start and end on time. If an individual or group arrives late, the session will still finish at the scheduled time. This ensures subsequent sessions run on time.
- If you arrive late to an induction or single session course you may have missed too much information to take part. This will be classed as a cancellation and you will need to rebook and pay for another session. No refund will be given.

BOOKING A GROUP OR PARTY - YOUR ROLE AS GROUP ORGANISER

As the person booking the group activity, you accept the role of 'Group Organiser' and agree to supervise the group when in they are not under the supervision of an instructor or coach. Please read and understand our [Conditions of Use](#) and [Rules of Use](#) before arriving, and if you have any questions, please contact us beforehand.

- On arrival, check in at reception. A member of the Highball team may give you further instructions e.g. where to wait.
- Keep your group together in the designated area.
- Do not allow children (or adults for that matter!) to run around the reception/cafe area or enter the climbing areas.
- The instructor will introduce themselves to you and let you know when they are ready to take over supervision of the group.
- At the end of the session the instructor will hand the group back to you; the group will then be your responsibility.
- Anyone wanting to observe the group i.e a Spectators must wear a 'guest' vest so they can be identified.
- Spectators must not enter the climbing areas - identified by the soft flooring in place.
- Spectators can shout encouragement, but please don't shout instructions as they may be incorrect/unsafe practice.