

# Bookings, Amendments & Cancellations

## 1. Booking Confirmation

All private bookings (private sessions, parties, events or private hires) are subject to a 50% non-refundable deposit which is payable at the time of booking. The remaining balance must be paid prior to the commencement of the booking.

All open group bookings (kids fun sessions, outdoor rock sessions & NICAS) require full payment at the time of booking.

## 2. Cancellations by Customers

All cancellations must be acknowledged by Dyno Climbing Ltd.

**More than 48 hours notice:** Partial refund (balance minus the 50% non-refundable deposit) or the option to reschedule or transfer at no extra cost, subject to the availability of Dyno Climbing Ltd.

**Within 48 hours of the booking:** Any cancellations made within this timeframe are not entitled to any refund but will be offered the option of 1 reschedule/transfer, subject to the availability of Dyno Climbing Ltd.

## 3. No-Shows

Failure to attend a booked session without prior notice will result in no refund or credit.

## 4. Rescheduling

Rescheduling is only permitted if requested more than 48 hours before the session and is subject to availability.

## 5. Organised Group Bookings, Birthday Parties & Events

A 50% non-refundable deposit is required at the time of booking to secure the reservation. Final participant numbers must be confirmed at least 14 days prior to the booking. The remaining balance will be invoiced upon confirmation of final numbers and must be paid no later than the day of the booking.

## 7. Cancellations by the Dyno Climbing Ltd

In the unlikely event we need to cancel (e.g. due to safety concerns, staffing issues, or unforeseen circumstances), customers will be offered: A full refund, or the option to reschedule/transfer to an alternative date.

For outdoor sessions, the option to move the session to an indoor climbing session at Dyno Climbing Ltd will be offered; Any difference in the cost of the cancelled booking and the other activity will (as appropriate) be credited by Dyno Climbing Ltd or paid by the client in accordance with these terms and conditions. Alternatively, we will offer a maximum of 1 date extension, if this date is unsuccessful, then we will offer a full refund.

For group instructed sessions, Dyno Climbing Ltd reserves the right to cancel the session if minimum participant numbers are not reached.

It is the responsibility of the participant/organiser to ensure they are contactable up to the time of the activity for notifications of amendments.

## 8. Late Arrivals

Late arrivals may result in reduced session time or refusal of entry without refund, especially for instructor led sessions where safety briefings are mandatory. Booked sessions will only be extended at the discretion of the instructor/availability.

## 9. Weather & External Conditions

For outdoor sessions we may need to make minor amendments to the activity including the venue or timings to suit prevailing weather conditions, if we need to do this, we will inform you as soon as we can with any amended details. Dyno Climbing Ltd will not be liable for any loss, damage or expense resulting from force majeure or any unforeseen circumstances outside of their control e.g. extreme weather or change of venue for safety purposes.

## 10. Invoice Terms

All invoices must be paid by the due date stated on the invoice, unless otherwise agreed in writing. We reserve the right to charge interest, late or administrative fees on overdue invoices, and to suspend services until payment is received.