

Thank you for booking an activity at ready2climb. Doubtless, you have all heard of the Distance Selling Regulations (DSR) 2000 which determine what statutory rights you have as a consumer – the much advertised “cooling off period”. What you probably don’t realise is that there are specific exclusions to the regulations to cover certain bookings and activities. In summary, if you are booking a specific slot, at a specific time on a specific date at a specific location on a leisure activity, then certain elements of the DSRs do not apply and businesses can determine what (if any) cancellation policy is appropriate.

This document sets out the cancellation policy for ready2climb, a Trading Style of Crown Endeavours Limited for activities based at ready2climb, 10 Buckland Road, Yeovil, Somerset, BA21 5EA and is applicable to all **consumers** making bookings for any activity either by telephone, e-mail, social media or via our on-line booking system.

## 1 Definitions

References to the term **Responsible Adult** in this document refer to a person of sound mind over the age of 18 who is responsible for their own and/or other peoples’ booking(s) of activities at ready2climb. This person may be a parent, a carer, a legal guardian or a person who is acting in loco parentis – such as a teacher or a Scout or Brownie leader

References to the term **Consumer** means any **Responsible Adult** over the age of 18 that is making a representation for their own, personal use. It does not apply to any individual who is making a representation on behalf of their employer or a bona fida group / youth organisation.

## 2 Climbing & Bouldering Cancellations

All Climbing or Bouldering bookings made, regardless of how those bookings are made are considered to be made in good faith by a **Responsible Adult**. Ready2climb cannot be held responsible for erroneous bookings made by a child or other person who has secured access to your debit / credit card and has made a booking on your behalf, even if the booking was made without your knowledge and/or permission.

A **consumer** pre-booked and pre-paid “full price” Climbing or Bouldering session can be cancelled in whole, or in part up to 72 hours before the start of the booked fun climbing session. As we incur fixed costs per booking, these costs are deducted from the refund payable to you. This fee is £5 per person per session. If you decide to cancel a climbing or bouldering session with less than 72 hours’ notice, no refund will be given.

At certain times, we may offer discounted ticket prices such as “Early Bird” or group discounts. These tickets are identified when purchasing as non-refundable.

## 3 Catered Birthday Party Cancellations

All Catered Birthday Party bookings made, regardless of how those bookings are made are considered to be made in good faith by a **Responsible Adult**. Ready2climb cannot be held responsible for erroneous bookings made by a child or other person who has secured access to your debit / credit card and has made a booking on your behalf, even if the booking was made without your knowledge and/or permission.

A **consumer** pre-booked and pre-paid Catered Birthday Party can be cancelled in whole, or in part up to 72 hours before the start of the booked climbing or bouldering session.

As we incur costs per booking, these costs are deducted from the refund payable to you. This fee is £5 per person per session. If you decide to cancel a Catered Birthday Party with less than 72 hours’ notice, then no refund will be given.

If a Catered Birthday Party is booked via payment of a £50 deposit either in person, by direct bank transfer (internet banking) or over the telephone, then the £50 deposit is non-refundable.

## 4 Climbing Course Cancellations

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A **consumer** pre-booked and pre-paid climbing course, whether this be private tuition, a group course, and whether it be indoors at ready2climb or at an alternative venue as agreed during the booking are non-refundable and are non-transferrable once the course starts.

## 5 Gift Voucher Cancellations

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Gift Vouchers that are purchased via our online booking system are considered as activities like any other that ready2climb offers.

However, as you are not booking a defined date & time, then the 14 day 'cooling off' period applies to the complete transaction providing that the voucher code has not been used in the time interval between your purchase of the voucher and the date of cancellation.

If any portion of the Gift voucher has been used (e.g. £10 spent on a £30 value Gift Voucher), then the transaction is considered complete and you cannot request a refund of the remaining value.

## 6 Business or Group Booking Cancellations

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Business (including school) bookings are not included in the cancellation policy outlined above. Unless otherwise stated in specific terms and conditions agreed between ready2climb and the customer, the fees payable and the bookings made, regardless of how those bookings are made are non-refundable and non-transferrable.