



Group Booking Conditions

1. **Payment** – Payment can be made on booking alternatively schools, youth groups and other organisations can be invoiced for the full amount on booking. Payment must be made within 30 days invoice being issued. It may be possible to arrange longer credit terms for some organisations please ask for details.
2. **Organisers responsibility** - It is the responsibility of the party organiser and the organisation they work for to ensure that the participants and their parents (when relevant) are informed of the relevant details of activities which will be undertaken in the session(s) and the relevant risks listed below.
3. **Group staff** - A responsible adult (18 and over) must remain on site throughout the duration of the session. This person will be expected to manage the group behaviour throughout the session if required. Staff accompanying the groups are welcome to participate in the activities but must be included in the numbers paid for if they do so. There is no requirement for them to do this as long as one adult remains on site for the duration of the session.
4. **Clip n Climb, bouldering and climbing** as any physical activities carry an inherent risk of bumps, bruises and minor injuries. There is also a risk that if anyone taking part has any medical condition that it may be made worse by climbing Summit Up. This includes any neck, back, shoulder, hip or knee injury. There is also an increased risk during pregnancy. You should inform the participants and their parents where relevant of these risks so they can acknowledge and accept these risks before participating in the activities. If you have any concerns about yourself or any member of your booking group, you must seek advice from a member of staff, if in doubt, do not climb.
5. **Clip 'n Climb, bouldering and climbing** are potentially dangerous activities that can lead to serious injury if safety procedures are not followed. All participants must follow all the rules stated on the waiver form and any additional safety information provided by Summit Up staff during the safety briefing and within your session. Summit Up cannot be held responsible for any participants acting outside of these rules. For the safety and well-being of everyone in our centre, anyone ignoring the safety rules may be asked to leave the activity area.
6. **GDPR** – All data collected is stored in accordance with GDPR
7. **Photography** – Customers are welcome to take photos of their group members participating in the activities, Summit Up cannot control what happens to these photos. From time-to-time Summit Up may take photos and video for use in our promotional materials. If we are doing this, we will put up signs stating this is happening and inform all participants it is taking place if you do not wish to be included in these please inform a member of staff.
8. **Numbers** –
 - a. Any increase in group numbers will be subject to availability. Payment for any increase in numbers will be subject to the terms in clause 1 above.
 - b. If the customer wishes to reduce the group numbers up to 7 days in advance. A credit note will be issued for decreased numbers which can be deducted from the original invoice if it hasn't been paid, or a refund will be issued if it has.
 - c. If the customer wishes to reduce the group numbers less than 7 days in advance of the session, then there will be no credit note or refund issued and the full amount of the original invoice will be due.
 9. **Cancelations/postponement by the customer**
 - d. If the Customer wishes to cancel the whole session more than 7 days prior to the session date, a credit note will be issued for cancelled which can be deducted from the original invoice if it hasn't been paid, or a refund will be issued if it has.
 - e. If the Customer wishes to cancel the whole session less than 7 days prior to the session date, then no credit note or refunds will be given, and the customer will be expected to make full payment for the original invoice within 30 days if they have not already done so.
 - f. If the customer wishes to postpone the whole session more than 7 days prior to their session. Summit Up will move their session free of charge
 - g. If the customer wishes to postpone the whole session less than 7 days before the session Summit Up will move their session, subject to an admin charge of £2 per person.
10. **Cancelations/Postponement by Summit Up.** - Summit up reserves the right to postpone or cancel the session for operational reasons at any time. Summit Up will move their party# or refund their payments free of charge if this occurs.

The session will be moved to a mutually agreed date/time subject to availability. This session must be within 3 months of the original session. A maximum of 2 changes can be made by the customer after which they will lose their booking and be subject to pay full amount of original invoice/no refund will be issued if already paid.