



Kids Climbing Club – Booking Terms & Conditions

1. Bookings

- Payment must be made in full in advance to secure your child's place.
- Places are limited and allocated on a first-come, first-served basis.
- Block bookings can only be made before the first session of that block, once the 6 week block has started sessions must be booked individually.
- Single sessions can be booked online on a weekly basis (subject to availability)

2. Cancellations & Refunds

- Bookings are **non-refundable**.
- Refunds will only be considered in **extenuating circumstances** (e.g. serious illness or injury), at management's discretion.
- Supporting evidence may be required.

3. Missed Sessions

- No refunds or credits will be given for missed sessions unless extenuating circumstances arise.
- If your child is unable to attend a session, you must notify us in advance where possible.

4. Session Transfers

- Sessions may only be transferred **within the same week or the two weeks at the end of the block of 6** of the original booking.
- If the session was booked as an individual it may be moved to the following week providing there is space.
- Transfers are **subject to availability** and are **not guaranteed**.
- Requests must be made in advance and cannot be backdated.

5. Changes by Us

- We reserve the right to cancel or reschedule sessions where necessary (e.g. staffing issues, safety concerns, or unforeseen circumstances).
- In such cases, an alternative session or credit will be offered.

6. Participation & Safety

- All participants must follow instructor guidance and safety rules at all times.

- We reserve the right to remove any child from a session if their behaviour is unsafe or disruptive, without refund.

7. Medical & Personal Information

- Parents/guardians must disclose any relevant medical conditions or additional needs at the time of booking.
- It is the parent/guardian's responsibility to ensure contact details are up to date.

8. Arrival & Collection

- Children should arrive on time for sessions.
- Parents/guardians must ensure prompt collection at the end of each session.
- Children are only supervised by The Showroom Climbing Centre instructors during the session; every child should be supervised by a parent/guardian before the session starts and as soon as it concludes.