



Transition Extreme Course and Booking Terms and Conditions

1. General facility use conditions

1.1. All participants should be aware of, understand and accept the following participation statements:

1.1.1. Climbing Wall: *"The Mountaineering Council of Scotland recognises that climbing and mountaineering are activities with a danger of personal injury or death. Participants in these activities should be aware of and accept these risks and be responsible for their own actions and involvement."*

1.1.2. Skatepark: *"I fully understand and acknowledge that there are risks and dangers associated with participation in skateboarding; BMX riding and inline skating which could result in bodily injury; partial and/or total disability; paralysis or death. As a result of this knowledge, I will not hold the operating company and its employees responsible for any accidents; injury; loss or damage whilst on the premises. By signing this registration form, I confirm that I have read and fully understood the Terms & Conditions and understand that wearing personal protective equipment is strongly recommended for all users whilst in the skatepark. I hereby agree to accept full responsibility for my actions during participation at Transition Skatepark."*

1.2. Transition Extreme and its employees reserve the right to remove or refuse entry of participants from any session or activity if it is deemed that their behaviour places at risk the safety or enjoyment of the individual, other users or employees. This also includes any action by the customer that would endanger Transition Extreme's reputation or break the rules of the centre including that of payment for entry to a booking, course or session.

1.3. Anyone not adhering to the rules, health and safety policies or terms and conditions of use will forfeit their payment for their session and be removed from the activity or centre if deemed necessary by the management.

2. Individual and Group consent

2.1. When making a booking on behalf of a group, the organiser or group leader must ensure that each participant has either:

2.1.1. Signed their own declaration form, or

2.1.2. Have had a parent or guardian complete and sign a declaration form on their behalf.

2.2. No individual will be permitted to participate in an activity where an individual or parental consent is not completed and presented to Transition Extreme at the commencement of the booking.

3. Transition Extreme programmed courses and coaching

3.1. Booking & Fees



3.1.1. Places on a course or coaching session can only be reserved by paying the full amount at the time of booking.

3.2. Alteration/change of course date or course type

3.2.1. A customer may apply to change the type or date of the course up to 7 days prior to the start date of the original course.

3.2.2. Any requests to change the course type or date less than 7 days prior to the booking or course date will be subject to a £10 administration fee.

3.3. Cancellation by customer (financial costs)

3.3.1. Deposits are non-refundable.

3.3.2. 50% of the total course fee where cancellation takes place less than 7 days in advance of the course is non-refundable.

3.3.3. 100% of the total course fee where cancellation takes place on or after the commencement date is non-refundable.

3.4. Cancellation by Transition Extreme Sports Ltd.

3.4.1. Transition Extreme endeavour to ensure all bookings run as agreed but reserves the right to cancel and or change bookings at late notice.

3.4.2. In the event of cancellation Transition Extreme will notify the customer as soon as possible.

3.4.3. All courses require a minimum of two participants Transition Extreme will notify customers at the earliest opportunity should it look likely a course will not run due to inadequate numbers

3.4.4. In the event of a course being cancelled by Transition Extreme the following options are available to the customer:

3.4.4.1. Full refund of the course fees paid for that session, or

3.4.4.2. Transfer of the booking to a different date within our timetabled programme.

3.4.5. Transition Extreme will not be held liable for any 3rd party costs incurred by the customer due to the cancellation of one of our courses.

4. Private bookings & scheduled kids parties

4.1. Booking & Fees

4.1.1. Bookings made more than four weeks prior to the proposed commencement date are subject to a 50% deposit before confirmation of the booking can be given.

TRANSITION EXTREME

>>> The Adrenaline Enterprise

- 4.1.2. Bookings made within four weeks of the proposed commencement date are subject to the full amount of the booking fees being paid. 50% of this will be considered a non-refundable deposit.
- 4.1.3. Kids parties deposits consist of the payment for 6 participant places which is non refundable.
- 4.1.4. The full balance payable is to be settled before the commencement of the booking/activity.
- 4.1.5. Any catering bookings associated with the activity booking must be made no less than 7 days before the booking date.

4.2. Alteration or participant numbers

- 4.2.1. . All bookings will be confirmed based on a minimum number of participants. Changes to participant numbers are at the discretion of Transition Extreme Sports Ltd. and therefore cannot be guaranteed
- 4.2.2. Requests to increase participant numbers from the confirmed quantity should be made in writing in advance of the booking wherever possible.
- 4.2.3. Requests to reduce participant numbers should be made in writing at least 7 days prior to the commencement date of the booking when a credit note or refund will be issued.
- 4.2.4. A reduction in participant numbers within one week of the commencement date of the booking will not receive a refund.

4.3. Cancellation by customer (financial costs)

- 4.3.1. Deposits are non-refundable.
- 4.3.2. Sessions detailed refer to multiple bookings. Where a session is cancelled/altered the associated costs will be applied to that instance. Where a multiple booking is cancelled/altered the associated costs to the entire booking will apply.
- 4.3.3. Cancellations made to a booking more than one week prior to the commencement date of the session will be subject to a refund of monies paid in respect to that session excluding the deposit or the option to transfer the booking/session to another date.
- 4.3.4. Cancellations made less than one week but more than 72 hours before the commencement date of the session will be subject to a refund of 50% of the amount paid for that session excluding any deposit.
- 4.3.5. Cancellation of a booking less than 72 hours before the commencement date will not be subject to any refund or transfer to any other date.
- 4.3.6. Cancellation of a booking with a catering order made less than one week from the commencement date will not receive any refund of the costs of the catering.

4.4. Cancellation by Transition Extreme Sports Ltd.

TRANSITION EXTREME

>>> The Adrenaline Enterprise

- 4.4.1. Transition Extreme endeavour to ensure all bookings run as agreed but reserves the right to cancel and or change bookings at late notice.
- 4.4.2. In the event of cancellation Transition Extreme will notify the customer as soon as possible.
- 4.4.3. In the event of a course being cancelled by Transition Extreme the following options will be given to the customer:
 - 4.4.3.1. Full refund of the fees paid for that session/booking, or
 - 4.4.3.2. Transfer of the booking to a different date.
- 4.4.4. Transition Extreme will not be held liable for any 3rd party costs incurred by the customer due to the cancellation of one of our courses.