

# Terms and Conditions

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## 1. Payment

Payment must be received in full for all bookings. Payment can be made using debit or credit card, cash, by voucher (see also Section 4) or by BACS after an invoice has been created. All voucher payments must be pre-booked and booked using the online booking system, available at [altitude44.co.uk](http://altitude44.co.uk). Invoices will only be provided to group bookings of 10 or more persons and a purchase order number must be received before an invoice can be created. All payments will be processed in GBP (£) and the customer will be liable for any currency conversion costs.

## 2. Cancellations

All cancellations can be made by email, phone or in person. The final outcome of your request for a refund lies with the Duty Manager available on that day. Their decision will be guided by the following points:

Any cancellation made more than 14 calendar days before the beginning of your session will be eligible for a monetary refund. Your refund can take up to 5 days to process and can only be refunded via the original payment method.

Cancellations made less than 14 days but more than 24 hours in advance of a booking will be eligible to change the date or time of the original booking, or to convert the booking value to a voucher for use at a later date. In this case, all vouchers will be bound by Section 4 referenced in these terms and conditions.



Any request to alter or amend a booking, with less than 24 hours notice, will be at the sole discretion of the Duty Manager. Refunds will not be given.

### 3. Amendments

Any request to amend or change a booking can be made by email, telephone or in person. Amendments can include, but are not limited to, reducing the number of people you have booked for, changing the date or time of the session or changing the type of session booked, i.e. converting an adult ticket to a child ticket or changing the booking from the Junior Course to the Main Course.

Site management will look to reasonably accommodate a request(s) to amend a booking more than 24 hours before the session begins subject to availability.

Any request to alter or amend a booking, with less than 24 hours notice, will be at the sole discretion of the Duty Manager.

### 4. Vouchers

The current range of vouchers available to buy can be viewed on the Altitude44 website.

Vouchers must be redeemed in advance using the online booking platform. There is no requirement for you to print out your voucher & bring it with you. As per all bookings, simply provide your booking reference at Reception; this can be found on your booking confirmation email.

### 5. Group Bookings

Groups of 10 people or more will be eligible for the group booking rate. For the current group booking rate, please contact us.

Invoices are available for group bookings. As with all bookings, payment must be received before the beginning of the session. When paying by BACS, please process your payment to arrive with us at least 72 hours in advance of your session. This allows time for the payment to be received & processed by Magna Vitae.

Various packages are available for group bookings including room hire, catering and other activities. All invoices and receipts will specifically detail these charges.

In the event of the customer cancelling the group booking, full payment will be retained by Magna Vitae if less than 28 days' notice is given. If the booking is cancelled before 28 days, a refund will be issued, less any administrative expenses incurred by Magna Vitae in relation to the booking.

Increases to the number of spaces in the group booking can be made at any time prior to the session starting. This will be accommodated subject to availability. Full payment for any extra spaces must be received prior to the start of the session booked.



#### 6. Safety, Conduct and Behaviour

Please arrive in good time for your session. The first 30 minutes of your session will be spent signing in, fitting your harness, safety equipment and being briefed by an Instructor. **Please note:** You will also practice using our safety system on the ground before we let you loose on the course!

By taking part, you accept the British Mountaineering Council (BMC) participation statement below. If you have any questions you can always ask an Instructor or the Duty Manager:

***“The BMC 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.”***

All customers will always be expected to follow the instructions of any Instructor. Customers will always also be expected to behave in a responsible manner in order to ensure the safety of all people using the course. Any person whose behaviour is deemed unacceptable may be asked to leave the venue immediately. No refund will be offered in this eventuality. The final decision of asking a customer to leave will be at the sole discretion of the Duty Manager at that time.

#### 7. Lost Property

If property is lost on the Altitude44 site, it will be kept at our Reception for 28 days. Valuable items will be retained for a six-month period from when found. Lost property can only be reclaimed from our Reception. Generally, it will not be forwarded on. After the timescales have expired, lost property items will be donated to local charity.

#### 8. Smoking, E-Cigarettes & Vaping

Smoking is **NOT** permitted within any area of Altitude44. This also applies to the use of E-Cigarettes, Vaping or any other variation.

#### 9. Injury

All injuries sustained whilst on the Altitude44 site, must be reported to the Reception or Duty Manager immediately. Medical declaration forms must be completed, via the booking systems, before participating on Altitude44 attractions. All Altitude44 staff are first aid trained & qualified.



#### 10. Medical Conditions

If participants are in any doubt as to whether they should attempt the Altitude44 activity they are advised to spectate before booking. If participants have medical concerns or suffer from any medical condition which would make it more likely that they would be involved in any incident which could result in injury to themselves or others, then they are advised to consult their doctor in advance. Use of Altitude44 is not recommended for participants with the following conditions:

- Back problems
- Neck problems
- Heart Problems
- Recent surgery
- or any recent physical condition(s) that may be aggravated by the attraction.

Participation in the Altitude44 activity is entirely at the participants own risk.

#### 11. Pregnancy

Due to the physical nature of the activity, Altitude44 does not permit pregnant women to participate. If this rule is not adhered to Altitude44 takes no responsibility whatsoever and the participant accepts they do so entirely at their own risk.

#### 12. Additional support needs

If the participant on Altitude44 needs any additional needs or support whilst on the course, it is your responsibility to let one of the instructors know. This will ensure the correct level of support is put in place prior to the session starting

#### 13. Alcohol and Drugs

Altitude44 staff have the right to refuse entry onto the activity attraction, if they suspect that a participant(s) is under the influence of alcohol or drugs. This rule will be strictly enforced. Participants will be strictly prohibited to use Altitude 44 if they are deemed to be under the influence of alcohol or drugs before or during their use of our activities. In this circumstance, the site management decision will be final.

#### 14. Feedback – Complaints and Compliments

In the first instance customers are encouraged to speak to the Duty Manager who will aim to resolve all complaints at this juncture. Customer feedback forms are available in Reception to help you bring your comments/complaints to our attention. If you provide your name and address an acknowledgement or full reply will be sent to you within ten (10) working days. Alternatively, please



email your complaint to [magnavitae.org](mailto:magnavitae.org) & a response can be expected within 48 hours via email. Telephone complaints can be directed to the Magna Vitae Head Office on 01507 607650.

#### 15. Evacuation

If the fire alarm sounds please listen carefully to all public announcements, follow relevant directional signage and abide by staff instruction(s). The fire evacuation assembly point and safety signage is prominently displayed in all venues operated by Magna Vitae.

#### 16. Clothing & General Attire

Whilst using our activities it is essential that suitable clothing and footwear is worn. Hair longer than shoulder length should always be tied up. Refer to the booking form for more details. Altitude44 have the right to refuse access to our activity, if inappropriate clothing is being worn.

#### 17. Weather Conditions

Altitude44 can operate in most weather conditions. Altitude44 will close during heavy wind (gale force 5), heavy snow fall, icy conditions and thunderstorms. A facility closure due to inclement weather conditions is to be taken at the sole discretion of the Duty Manager on shift at the time.

#### 18. Liability

Altitude44, shall not be responsible for the loss, or damage, of or to any property (including clothing) arising from the booking of or participation in associated activity.

#### 19. Privacy Policy

The Altitude44 privacy policy is available on our website [www.altitude44.co.uk](http://www.altitude44.co.uk) and at Reception.

**Participants who do not comply fully with the above stated rules & regulations will not be allowed to take part. If you break the rules when you are on the Altitude44 activity, you may be asked to leave and you will not be entitled to a refund.**