



# Online Booking Terms and Conditions

Issue 1

- 1.1 By using this service, you indicate that you accept the terms and conditions and agree to abide by them.

## Making a Booking

- 2.1 The online service allows you to book a wide range of activities, and purchase memberships, at Summit Indoor Adventure.
- 2.2 A reservation is only effective after full payment has been paid.
- 2.3 All activities that are available to book online are subject to a minimum age limit. It is your responsibility to check the required age limit for each class prior to booking. Entry will be refused for any participant who doesn't meet the age criteria.
- 2.4 We reserve the right to refuse entry to any activity.

## Cancellations

- 3.1 Customers providing 24 hours' notice are able to transfer a booking to an alternative date and time at the same venue by contacting by phone or in person at the Summit Indoor Adventure. Failure to provide 24 hours' notice will result in the full activity fee being forfeited. Transfers cannot be conducted online. All booking transfers are subject to availability.
- 3.2 Please arrive on time for all activities. In accordance with health and safety, entry may not be permitted after the safety briefings have commenced.
- 3.3 If an activity is cancelled due to circumstances beyond our control, customers will be entitled to transfer their booking to an alternative day or time. Transfers cannot be conducted online. All booking transfers are subject to availability.

## Privacy and Security

- 4.1 Summit Indoor Adventure will keep your personal information private and secure. When a Customer makes a reservation from the website they provide their name, email address, payment information, address and phone number. Summit Indoor Adventure will use this information to process the orders and to keep the customer updated on their orders.
- 4.2 By booking an activity on this site, you consent to the collection and retention of your information. We will not pass on your information to any third parties.





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- 4.3 Payments taken on the online booking site are by Worldpay, a third-party provider, working on behalf of Summit Indoor Adventure. The Worldpay integrated payment solution is fully PCI DSS compliant and secure.
- 4.4 Summit Indoor Adventure may communicate with you via email regarding your use of the site or your submission of material through the website. By using this website, you agree to receive emails from Summit Indoor Adventure.

## Use of website material

- 5.1 The contents of this website – such as text, graphics, images, and other content – are protected by copyright. Summit Indoor Adventure authorises you to view and download a single copy of the website material for your personal use. Unauthorised use of Summit Indoor Adventure website material violates copyright and trademark laws. You may not sell, modify, reproduce, display, distribute, or use Summit Indoor Adventure website material in any way for public or commercial purposes. Use of Summit Indoor Adventure website material on any other website or in a networked environment is prohibited.

## General

- 6.1 Summit Indoor Adventure reserves the right, at its discretion, to withdraw access to the online booking scheme from any person(s) who misuses the scheme or who does not follow the conditions of use.
- 6.2 These conditions of use are subject to change at any time, without notice. It is your responsibility to read and understand the terms and conditions each time you make a booking.
- 6.3 Summit Indoor Adventure, its employees, or agents, do not accept any responsibility or liability for any loss or damage, such as loss of earnings, loss of income, loss of fees, nor do they accept responsibility or liability for bookings being unavailable.

