Booking Terms

1. Course Requirements

If you do not meet the following requirement's, the course will be terminated and you will not receive a refund.

You need to be fit enough to climb a ladder and walk for 30 minutes.

The minimum age is 9 for our private courses and 14 for our open (public) courses.

Under 18's must be supervised, 1 adult can supervise 2 children maximum.

All participants must meet the following equipment requirements:

Waist: 56 cm—107 cm

Leg (thigh): 41 cm-67 cm

Head (crown): 48 cm-63 cm

2. Cancellations by us

Due to the weather being unpredictable, it is possible that we may have to cancel your booking if the conditions are too poor or dangerous for climbing. Otherwise, in the event of sickness, we won't be able to run your course. In these circumstances will offer a refund, offer you credit or reschedule your course to another occasion. We will contact you as soon as possible with the detail you provide when booking.

3. Cancellations by the customer

If you need to cancel your course, please contact us by email (hayden@southsideclimbing.co.uk) or phone (+44 7707162505). We cannot guarantee a full refund if requests are made within 30 days of the course start date. You will not be able to claim a refund if the booking was made within 30 days of the course start date, you will be offered credit to rebook your course if there is 2 weeks' notice. Vouchers that were used will be re-instated.

4. Rescheduling courses

You cannot reschedule your courses within 30 days of your original course date. Once your course is rescheduled, you cannot claim a refund. Customers are limited to only rescheduling their course once. We can only rebook your course based on our current availability.

5. Privacy Notice

Bookings are usually taken through Third Parties that have their own policy, please refer to their policy. We use your details to contact you about the course. We do not actively collect data of children, if your child has given us information, please contact hayden@southsideclimbing.co.uk so we can do our best to remove the data.