

## Kids Club Booking Terms

### 1. Course Requirements

Children must be aged 9-15 on the courses start date. Parents and guardians must also pick up their children on time, unless agreed with the instructor.

### 2. Cancellations by us

In the event of sickness, we won't be able to run your course. In these circumstances we will offer you a refund, credit/voucher or reschedule your course to another occasion. We will contact you as soon as possible with the details 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](mailto:hayden@southsideclimbing.co.uk)) or phone (+44 7707162505).** We can't guarantee refunds once the course has started . Neither will we refund or reschedule sessions that are unattended.

### Privacy Notice

Bookings are usually taken through Third Parties that have their own policies, please refer to their policies. 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](mailto:hayden@southsideclimbing.co.uk) so we can do our best to remove the data.