

### 1. GENERAL ISSUES

- a. These Booking Terms and Conditions apply to the booking of the High Altitude Experience (the ‘Activities’) and any ancillary products at the location set out in High Altitude’s booking confirmation.
- b. These Booking Terms and Conditions contain important information concerning participation by you and members of your party and, accordingly, you acknowledge and agree that you shall ensure that all members of your party are aware of and accept these Booking Terms and Conditions.
- c. No variation to these Booking Terms and Conditions shall be binding unless agreed in writing by High Altitude.
- d. Any typographical clerical or other error or omission in any booking confirmation or other documentation issued by High Altitude (including any electronic documentation) shall be subject to correction without any liability on the part of High Altitude.
- e. High Altitude reserves the right to make changes to the Activities whether to conform with any applicable safety or other statutory requirements or otherwise.

### 2. BOOKING CONFIRMATION

- a. No booking shall be deemed to have been accepted unless accepted in writing by High Altitude (which shall include High Altitude’s email confirmation of booking).
- b. These Booking Terms and Conditions incorporate High Altitude’s Privacy Policy, and Risk Acknowledgement and Disclaimer. You and each member of your party will be required to sign the Risk Acknowledgement and Waiver before being allowed to undertake the Activities.
- c. You must advise High Altitude’s as soon as possible of any mistake in High Altitude’s booking confirmation. High Altitude shall use its reasonable endeavours to ensure that you and your party’s participation commences at the time booked and it shall be the responsibility of each participant to ensure that they arrive in sufficient time. Late arrivals may not be permitted to undertake the Activities and no refunds or compensation will be payable in such circumstances.

### 3. SAFETY

- a. The Activities comprise a challenging trampoline activities and participation is not without risk as a fall could be fatal. All participants will receive a safety brief.
- b. High Altitude reserves the right to refuse admittance to the Activities or to remove a participant from the Activities should it deem it necessary to do so. This includes a participant who does not comply with the safety rules and advice and the safety system or who is deemed to be under the influence of alcohol or drugs.
- c. After the safety briefing participants will not be directly supervised by an instructor.
- d. All participants must be reasonably fit and healthy, at least 5 years old and must weigh less than 17.5 stone. If you have any concerns we advise that you visit a site at a time prior to your booking and speak to a member of the High Altitude staff.

Anyone who does not meet these requirements will not be allowed to undertake the Activities. It is your responsibility to ensure that all members of your party meet these requirements.

- e. All participants are required to wear High Altitude jump socks for grip and hygiene.
- f. The Activities are physically demanding and require a degree of agility, strength and stamina. Participants are advised to jump within their ability – only the individual knows or understands their own limits and competencies. If you are unsure of whether you can complete a manoeuvre, you should not attempt it. If participants have medical concerns they are advised to consult their doctor in advance. Participants will be required to certify that they do not 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. Due to the physical nature of the Activities High Altitude recommends that pregnant women should not take part. Pregnant women who still wish to undertake the activities will be required to sign a disclaimer confirming that they are aware that there are risks to them and to their unborn child and that participation in the Activities is at their own risk. (see Risk Acknowledgement and Waiver).
- g. Participants need to be able to see similar distances to those required to drive a car in order to be able to complete the activity and to supervise any under 16’s in their care. Consequently, short or long sighted participants must ensure that they wear contact lenses or prescribed glasses.
- h. All participants are required to act responsibly and courteously at all times and to respect other participants. High Altitude shall be entitled to prevent any person from undertaking or completing the Activities in the event it deems the behaviour of any participant unsuitable.
- i. Participants must be dressed appropriately (see clause 4) and High Altitude reserves the right to refuse admittance to the Activities to any participant who is not appropriately dressed.
- j. No refunds or compensation will be payable by High Altitude in the event that any participant is not permitted to, or decides not to, undertake or complete the Activities for the reasons set out in this clause.

**High Altitude Ltd**

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#### 4. CLOTHING

a. It shall be the responsibility of all participants to ensure that they are dressed appropriately and High Altitude advises participants to wear clothing appropriate for the activity and which they do not mind getting damaged. In particular the following restrictions shall apply:

- i. Participants must wear High Altitude grip socks for grip and hygiene
- ii. Long hair must be tied back
- iii. No belts, jewellery or other sharp items of clothing that may cause damage to yourself, the equipment or other participants.

b. High Altitude will not be responsible for any damage to or loss of clothing or other personal items of persons resulting from participation in the Activities.

#### 5. CANCELLATIONS

a. There are no cancellations or refunds guaranteed. All refunds are at High Altitude's discretion.

#### 6. PRICE AND PAYMENT

a. Subject to any terms agreed in writing between High Altitude and you, our charges shall be calculated at our current rates and payment in full shall be due at the time of booking. The charges include the cost of purchasing the Activities. Payment may be made by debit or credit card either online or by contacting the booking line.

#### 7. TRANSFERS AND REFUNDS

High Altitude LTD require 14 days' notice to provide a refund for any cancellations. Any cancellations occurring with less than 14 days' notice yet more than 7 clear days' notice will be offered a transfer.

This requires the participant to specify an alternative date and time for their booking. With less than 7 days' notice all cancellations will not receive a refund or a transfer. Any orders made within 7 days of your booking date will not receive a refund or transfer if cancelled.

##### Group and party bookings

- Should a group choose to make amendments to their catering options a minimum of 7 clear days' notice must be provided.

- The addition or reduction of guests to a birthday party must be completed under the following condition; the remaining number of guests does not fall below 10, that High Altitude has adequate space to accommodate additional participants and finally, all changes are made in accordance to the refund and transfer policy.

#### 8. LIABILITIES

a. Except as otherwise provided in these Booking Terms and Conditions High Altitude shall not be responsible for the loss, or damage, of or to any property or to any person arising from the booking of or participation in the Activities.

b. Parking facilities are available at the site, and any vehicles are left at the owners' risk and subject to any conditions and the payment of any fees as may be required by the provider of such facilities at the site location.

c. Except as otherwise provided in these Booking Terms and Conditions any liability of High Altitude shall be limited to the refund of any charges paid to High Altitude.

d. Nothing contained in these Booking Terms and Conditions is intended to nor shall limit the liability of High Altitude in respect of death or personal injury caused by the negligence of High Altitude or of its employees, agents or contractors.

#### 9. MISCELLANEOUS

a. If any of these terms are determined to be illegal invalid or otherwise unenforceable it shall be severed and deleted from these terms and the remaining terms shall survive, remain in full force and continue to be binding and enforceable.

b. Nothing above shall confer on any third party any benefit or the right to enforce any of these Booking Terms and Conditions.

c. These Booking Terms and Conditions shall be governed by and interpreted in accordance with the laws of England and Wales and High Altitude and you submit to the exclusive jurisdiction of the courts of England and Wales.