

VERTICAL REALITY UK - TERMS & CONDITIONS

Full payment is required with the completed Booking Form to secure your booking. The standard operating day is 6 hours maximum with refreshment breaks. Any event which is booked for a specific time and overruns will be invoiced retrospectively at our hourly pro rata rate. If full payment is not received a minimum of one month prior to the event (without prior arrangement), we reserve the right to cancel the booking, without refund, of any deposit paid.

Cancellation must be notified in writing no later than 30 days prior to the date of hire. Late cancellation is subject to a 50% cancellation fee.

No contract exists between the Company FREETIME LEISURE (WATERSPORTS) LTD., trading as Vertical Reality UK, and the client until the Company has received the appropriate full payment. No variation of these conditions shall form part of any contract between the Company and the client unless it is confirmed in writing by the Company and the client.

If after acceptance of the booking the Company agrees with the client to alter any aspect of the booking, the Company shall make best endeavours to effect such alteration, but if for whatever reason the Company is unable to do so, the client shall be bound by the original booking.

The Company reserves the right to exclude or refuse any person at any time prior to or during the activity if, in the Company's opinion, that person's condition or behaviour is not compatible with the general enjoyment and well-being of other customers or the safe operation of the activity. In this instance the Company will give no refund of the cost of the activity.

Our staff have the right to work in a safe environment and climbing will be suspended or ceased in the event of any risk to personnel welfare due to violent or abusive behaviour.

No compensation will be paid or refund given if cancellation or change by the Company is brought about by war, strikes, disaster, terrorist activities, fire, flood, industrial action, quarantine, extreme weather conditions or any other event outside the control of the Company.

The Company shall not be liable for any loss or damage to any property of any person undertaking an activity or any loss, delay, inconvenience, fatal or other injuries or illness suffered by that person unless caused by proven negligence of the Company or its employees.

Unauthorised interference with any safety equipment provided by Vertical Reality UK for the safe operation of the activity is prohibited. Legal action may be taken against anyone found causing wilful damage the Company's equipment.

Vertical Reality UK will supply all climbers' safety equipment – Waist harnesses (helmets at hirers/climbers request). Access to the equipment outside of the official period of supervised operation is prohibited.

Clients participate in this activity entirely at their own risk. The Company accepts no responsibility for loss or damages whatsoever or howsoever caused to personal belongings and effects.

The Climbing Wall, Low Ropes Challenge and Spider Mountain can be used in the event of wet conditions. We therefore do not offer refunds on the grounds of adverse weather on the day of the activity.

Climbing may have to be suspended in the event of high winds (>30mph) and thunderstorms. Our staff will be responsible for giving permission to restart climbing when deemed safe to do so.

It is the client's responsibility to record any medical or parental permission of clients where necessary.

On occasion, photographs are taken of people participating in the activity for promotional purposes. If you do not wish photographs of you or anyone at your event to be used for marketing Vertical Reality products, please tick this box

The customer should ensure that adequate access is provided for a 4x4 vehicle and turning area for the vehicle plus trailer. We will not attempt to deliver to site if restricted access is likely to cause damage to our equipment. The client will remain liable for full costs if the equipment cannot be delivered to the site designated for operating the activity.

Towing Dimensions: Length 8.75m; Width 2.5m; Height 2.9m – 4x4 Vehicle: Length 5m - Overall Length 13.75m

*These Terms and Conditions concern the relationship between the client and the Management Company
FREETIME LEISURE (WATERSPORTS) LTD. trading as Vertical Reality UK.*