

## **Climbing Gym Policies (Memberships, Birthday Parties, Climbing Programs)**

### **MEMBERSHIP POLICIES - ALL SEASONS**

All membership fees must be paid up front in full. We do not offer refunds or partial refunds to members. Memberships are transferable.

#### **Freezing Memberships**

All memberships can only be frozen with authorization and approval from a manager. Fees may apply.

### **BIRTHDAY PARTIES – ALL SEASONS**

#### **Booking Policy**

Birthday parties are available on a first come first serve basis.

All parties are subject to a non-refundable \$20 administration fee, and a \$50 (plus GST) deposit to hold the space. A valid credit card is required as part of the booking process. Remaining balance is due on the date of the event.

#### **Cancellation Policies**

All cancellations are subject to the non-refundable \$20 administration fee and a 72-hour cancellation policy, which dictates:

- 72 hours or more: full refund, less \$20 non-refundable administration fee
- 48-72 hours: 50% refund
- 24 hours or less: no refund

Dates may be transferred without penalty if given 72 hours or more notice.

**In the Case of Smoke/Fire/Natural Disaster:** The above Cancellation Policy stands at all times. It is the responsibility of the guest to acquire trip or travel cancellation insurance through your chosen provider.

### **CLIMBING PROGRAMS – OFF SEASON (7 SEPT – 22 JUNE) – IE: Pebbles, Stones, Rec Team.**

#### **Booking Policy**

All climbing programs are non-refundable and full payment upon booking is required. Spaces are limited and available on a first come, first serve basis. Climbing programs cannot be booked online if the program starts in less than 48 hours. Please call for availability at these times.

**Transfer of credit or dates** are possible with the following considerations:

- Transfer of dates: Children can be transferred to a different program start date pending availability, provided that the transfer is requested 7 or more days before the original program start date.
- Transfer to other participants: Spaces are transferable up to 7 days before the program start date. Parents may transfer the credit to another sibling or another child, such as a family friend, or a child on Hoodoo's waiting list. In the event that the space cannot be filled, there will be no refunds or credit given.

Hoodoo Adventures reserves the right to allot credit towards other programs or events; or towards the climbing gym in lieu of a refund on any of our climbing camps and teams

#### **Cancellation Policies**

Due to the demand for space on our climbing camps and teams, we do not offer refunds for cancellations. We offer the option to transfer credit or change dates, as listed above. In the event that Hoodoo Adventures is unable to run a program, credit will be provided to any of our other programs, tours or events.

**In the event of Smoke/Fire/Natural Disaster:** Hoodoo Adventure Company Ltd. does not issue refunds or credits on climbing programs. Our programs have an operations plan in place for days hindered by smoke. Programs will not be canceled due to smoke. Parents/guardians and/or participants are encouraged to purchase cancellation insurance through their chosen provider if smoke/fire is of concern.