

Birthday Parties

- The minimum group size for a birthday party is 4 participants
- Birthday parties can only be reserved by paying a minimum 50% deposit when booking.
- The remainder of the balance can be paid on the day of the session.
- Any rescheduling that takes place up to 7 days before the session will result in the loss of 50% of the deposit.
- Any rescheduling that takes place within 7 days of the session will result in the loss of the entire deposit.
- Cancellation of the party at any time will result in the loss of the entire deposit
- Boulder Central should be notified on any changes to participant numbers at least 7 days before the session.
- Should a group arrive with fewer climbers than booked a 50% fee will be charged for those not in attendance.
- Should a group arrive with more climbers than booked, Boulder Central can try and accommodate but may refuse entry to additional participants.

School and Youth Groups

- The minimum group size for a youth group is 5 participants
- Sessions or courses can only be reserved by paying a minimum 50% deposit at the time of booking or by provision of a validated purchase order.
- If a deposit has been paid, The remainder of the balance can be paid on the day of the session.
- If the session or course was paid through a purchase order and invoice, the full amount must be paid by the start of the course, or within 30 days should an invoice be raised.
- Any rescheduling that takes place up to 7 days before the session will result in the loss of 25% of the entire session or course value
- Any rescheduling that takes place within 7 days of the session will result in the loss 50% of the entire session or course value
- Cancellation of the party at any time will result in the loss of 50% of the entire session or course value.
- Boulder Central should be notified on any changes to participant numbers at least 7 days before the session.
- Should a group arrive with fewer climbers than booked a 50% fee will be charged for those not in attendance.
- Should a group arrive with more climbers than booked, Boulder Central can try and accommodate but may refuse entry to additional participants.

Cancellation by the company

- We endeavour to ensure all courses will actually run, however in the event of cancellation, we will notify the customer as soon as is possible.
- cancellation by us, we offer the following options:
 - A refund of the full fee paid.
 - Another booking on an alternative day/time, subject to availability.