



## Rainbow Rocket Terms & Conditions - Individual & Group Bookings

These terms and conditions apply to group bookings and private events booked with Rainbow Rocket either through our website or directly with Rainbow Rocket. We reserve the right to change these Terms and Conditions from time to time and at our sole discretion. Any additions or modifications will be effective immediately upon posting of the revisions on our website and bookings links. Active bookings will not be affected by changes relating to these terms.

### 1. Participation Statement

“All climbing activities have a risk of serious injury. Participants must recognise that even if they follow all good practice there may still be the risk of accident and injury. It is the responsibility of the participant to adhere to the conditions of use.”

### 2. Personal Property

Rainbow Rocket accepts no responsibility for any loss of or damage to personal property whether they are in lockers or not.

### 3. Course Start Time

Please arrive 10 minutes before the start time of your session. This is to ensure any required documentation is completed and so the course can start on time. At the discretion of the instructor, latecomers may not be able to take part in the course and no refund will be provided.

### 4. Cancellations

If you contact us 48 hours before the start of the course we will be able to refund or reschedule the course/event. If you contact us within 48 hours of your booking we will refund 50% of your booking fee. No refunds will be given for not showing up without cancellation. Our preferred method of contact is email ([team@rainbowrocket.cc](mailto:team@rainbowrocket.cc)).

Rainbow Rocket reserves the right to cancel or change the course up to 24 hours before the event in case of poor take-up or lack of available staff.

### 5. Amendments

Rainbow Rocket must be informed about any changes 7 days before the booking in order to amend the final cost and ensure that we have the correct staff scheduled. Failure to do so will result in us being unable to issue you a refund and you will be liable for the full amount invoiced. Individual transfers that do not affect the final number or participants can be done on the day.

### 6. Declaration of medical conditions

It is the responsibility of the customer to make Rainbow Rocket aware of any medical or other conditions that could affect participation in the course, in particular conditions that could affect the safety of yourself or any participant on the course. We will make reasonable effort to accommodate all customers, but we reserve the right to refuse you a space on a course if we believe that your condition could be detrimental for other participants. In this case we will suggest an alternative such as private tuition or we will offer a refund.



## **7. Removal from course**

We reserve the right to remove any customers from the course if we believe that their participation is detrimental to the other participants or users of the centre. If this is due to a disability (physical or otherwise) that has been declared (see section 5) we will offer a refund or an alternative such as private tuition. Other reasons could include, but is not limited to: intoxication, abusive behaviour or refusal to follow safety instructions. We will not offer a refund in this case.

## **8. Refunds**

Refunds for online bookings may only be made to the original purchaser onto the card used to purchase the course. If the card is no longer valid, refunds may be done by BACS transfer into the account of the purchaser. Refunds will not be done to a third party.

## **9. Courses for Under 18s**

For children's courses age limits are specified within the course description. All children must have parental consent to climb at Rainbow Rocket. It is the responsibility of the course purchaser to ensure that they have obtained the necessary consent. Questions will be asked at the time of booking to confirm consent has been obtained.

## **10. Payment Card information**

Rainbow Rocket Ltd comply with the Payment Card Industry Data Security Standard (PCI DSS) and only use third parties that are PCI DSS compliant. Online bookings are managed by a compliant third party and no card information is kept by Rainbow Rocket. Rainbow Rocket will not accept credit card information by email. Merchant copies of credit card receipts are securely stored. Customer copies will be given to the customer. The security of customer card receipts is the responsibility of the customer.

## **11. Data Protection**

We may collect information via our website or on forms at the centre. It is our legal duty under the Data Protection Act 1998 to keep your information secure and ensure that the data we hold is accurate, adequate, relevant and not excessive.

### What information is collected

We may collect the following information:

- Name and contact information including address, email address and phone number  
Emergency contact information
- Relevant medical information

### What the information is used for

We will only use your data in relation to the services and products you use or purchase from us. We may send you notification regarding changes that may affect our service to you. We will not pass your personal, identifiable information on to third parties though we may share non-identifiable, statistical data with third parties.

### Your rights



The Data Protection Act 1998 grants you the right to access any data that we have about you. To contact us about our privacy policy or to request information under the Data Protection Act, please contact us at [privacy@rainbowrocket.cc](mailto:privacy@rainbowrocket.cc). More information can be found in our [privacy policy](#)

## **12. About these terms**

We may modify this policy and any terms that apply to a service provided by Rainbow Rocket Ltd to reflect changes to the law or changes to our services. The applicable terms and conditions will always be available on our website. If you do not agree to the modified terms for a service you should contact us to discontinue your use of that service.