

The Overhang – Terms & Conditions



Bookings

A booking will not be confirmed until a 50% deposit of the total booking is received.

Payment

Payment of the deposit will be made at the time of booking and is non-refundable if the booking is cancelled with 7 days or less to go until the commencement of the activity. The balance can be paid on or before the day the activity takes place. Payment can be made in the form of cash or card (in person on the day), cheque (by post no later than 7 days before the activity takes place), or by PayPal (no later than 2 days before the activity takes place).

Cancellations

If for any reason The Overhang has to cancel the booking we will try to offer an alternative date but in the event that this is unsatisfactory to the client a full refund will be given. Cancellations made by the client must be received by The Overhang 7 days before the commencement of the activity, only then will a refund be paid.

Liability

The Overhang will not accept liability for personal injury sustained by participants during activities. The Overhang will not accept responsibility for any client possessions. They are the sole responsibility of the client.

Client behaviour

Clients should behave in a responsible manner and any instructions given by The Overhang staff must be adhered to at all times. Any clients behaving abusive or causing a nuisance will be excluded from the activity and asked to leave. The Overhang will not accept any responsibility for any liability arising from a client's failure to comply with the terms and conditions. No refunds may be repaid.

Damages

Any damages made by the client, through misuse to The Overhang's property, shall be payable by the client.

Drugs and alcohol

Any client found to be under the influence of alcohol or illegal drugs (or in possession of illegal drugs) will be excluded from activities. The Overhang reserves the right to exclude a client and a refund may not be payable.

Medical

Before a client is permitted to take part in the activities, they must complete the consent form indicating any issues that could prevent them from taking part. The Overhang reserves the right to refuse participation if we feel the client is not considered to be fit or well enough to continue with the activity.

Supervision of minors

Groups containing minors must be supervised by their group leaders or parent/guardian at all times. The Overhang will only be responsible for the instruction of the activity.

Weather (Outdoor Activities)

The Overhang activities will take place in most weather conditions but in some cases the activities will have to be cancelled. If this is the case, we will try to reschedule or offer the client a full refund.