

TERMS & CONDITIONS

Full payment is required with the completed Booking Form to secure your booking. Any event which is booked for a specific time and overruns will be invoiced retrospectively at our hourly rate.

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

No contract exists between the Company VertigoZorbing 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.

The standard operating day is six hours with a 30 minute refreshment break.

If after acceptance of the booking the Company agrees with the client to alter any aspect of the booking, the Company shall make best endeavors 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 behavior 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 behavior.

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.

Unauthorized interference with any safety equipment provided by Climb Vertigo for the safe operation of the activity is prohibited. Legal action may be taken against anyone found causing willful damage the Company's equipment.

Climb Vertigo will supply all climbers' safety equipment. Access to the equipment outside of the official period of supervised operation is prohibited.

There is an inherent risk with all activities; therefore clients that participate in an activity do so entirely at their own risk. The Company accepts no responsibility for any injury, loss or damages whatsoever or howsoever caused to personal belongings and effects.

The Climbing Wall 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. VertigoZorbing will not take responsibility for documenting attendance and ensuring parental collection at the end of the activity.

BodyZorbing WaterZorbing, MoonWalkers & Peddlers can be used in all weather conditions, however on severe wind and rain it may become necessary to close the activity.

Any Zorbs break we hold part responsibility for that: If you were obeying our set rules we are responsible for the damage. However if you don't obey our set rules you may be charged for a repair. Any broken balls will be packed away and replaced according to situation.

All participants must speak and understand English for the safety instructions.

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.

VertigoZorbing will not take responsibility for any damage to the ground surface from our equipment.

Climbing wall dimensions: Length 8.75m; Width 2.5m; Height 2.9m –
4x4 Vehicle: Length 5m. Overall Length 13.75m

The client (person booking) has the responsibility to make participants aware of these terms and conditions, risk assessments & any rules.

These Terms and Conditions concern the relationship between the client and the Management Company Climb Vertigo Ltd & VertigoZorbing LTD