

- All bookings are required to pay a 25% deposit with the final cost being paid 14 days prior to the activity starting. Any bookings within 14 days of the activity taking place need to be paid in full.
- Cancellations by you (the customer, Individual/Group) 15 days or more from the date of your activity will result in losing your 25% deposit. Cancellations 14 days or less from the date of your activity will result in the full cost of the activity being lost.
- If we cancel your activity due to weather, instructor illness or any other unforeseen circumstance we will offer you an alternative activity. If we are unable to offer you an alternative activity you have the option of booking another date, a voucher or you are eligible for a full refund.
- If you are more than 3 days late paying we reserve the right to cancel your activity with no refund.
- If an activity is cancelled by us only participants that were due to participate on the day are eligible for refunds so if any participants canceled their place previous to us canceling the activity they are not eligible for a refund.
- If booking two separate activities on the same day i.e Gorge & abseil package and only one activity goes ahead due to weather, the activity that goes ahead will be priced at its normal rate with the cancelled activity being refunded as the 2nd activity at half price.
- If you are late for your activity we reserve the right to cancel or amend your activity with no refund as it can impact our other activities & Instructors booked that day.
- Refunds need to be asked for in writing (email) within 2 weeks of your activity being cancelled or it can be refused. We will process your refund within 10 days of that email.
- If you do not provide the information requested in the booking confirmation and you (the customer) are late or end up at the wrong location we may have to modify or cancel your activity without any refund.
- Anybody under the influence of alcohol or drugs will be refused on the activity with no refund.
- Please discuss any medical/physical/mental concerns with the office during the booking process, if you don't disclose a medical issue or physical/mental disability prior to the activity you may be refused on the activity with no refund.
- Our minimum age is 10 for all our water activities so if you turn up with someone below that age they will be refused on the activity with no refund.
- If you turn up without the clothing and or equipment that we ask for in the booking confirmation you may be refused on the activity without a refund. The customer booking the activity is responsible for sharing the booking confirmation with the group and they agree to our T&C's on behalf of everyone else included in the booking and only they can cancel the booking or discuss the booking information with the office.
- In the event of a Force Majeure (pandemic, severe weather, war, strike, act of god) - Cancellations of activities by the customer will result in the above cancellation policies, activities canceled by us (NWA) will be re-booked at a later date, confirmed either by email or PDF voucher and at no extra cost to you or the company (us)
- We do recommend everyone take out their own travel and or activity insurance for cancellation purposes prior to booking activities with us.
- By booking an activity with us you will have agreed to our T&C's set out above which you are asked to do during the payment/booking process.