

VARIATION AND CANCELLATION POLICY



- Once Climbs have been reserved, any change to the Climb date, time or number of Participants must be requested in writing.
- Table 1 and Table 2 below set out the timing of payments, including deposits required, and any fees payable relating to any variation or cancellation of Climbs

TABLE 1 | PAYMENT, CANCELLATION AND VARIATION FOR RESERVATIONS OF 1 TO 14 PARTICIPANTS

DAYS TO CLIMB	PAYMENT	TERMS & CONDITIONS FOR CHANGES
14 days or more	100% at time of reservation or change	No cancellation fees if changed / cancelled 14 days or more prior to climb
4 -13 days inclusive	100% at time of reservation or change	\$25 per adult ticket charged for each Climb cancelled. Changes may be made to the Climb date or time for a fee of \$30 per booking.
3 days (72 hours) or less	100% at time of reservation	50% fee charged for each Climb cancelled. Changes may be made to the Climb date or time for a fee of \$100 per booking.

All fees will be invoiced at the time they are incurred.

For Buyers with credit terms, invoicing for Climbs will occur on the day prior to the Climb date.

All fees will be charged at the time they are incurred.

For Buyers who have completed a Credit Card Authorisation Form, processing of payment will occur at the time of booking or 14 days prior to the Climb date whichever is the later.

Please note that for payments made by credit card a surcharge will be applied.

TABLE 2 | PAYMENT, CANCELLATION AND VARIATION FOR RESERVATIONS OF 15 TO 200 PARTICIPANTS

DAYS TO CLIMB	NON-REFUNDABLE DEPOSIT	FINAL PAYMENT AND PARTICIPANTS	TERMS & CONDITIONS FOR CHANGES
15 Days or more	50% at time of reservation or 3 months from Climb date whichever is the later	Balance of payment and final number of Participants due 14 days prior to Climb	No cancellation fees charged if changes made more than 15 days prior to climb. No part of the deposit will be refunded if number of Participants drops below 50% of the original number of Participants booked.
14 days or less	100% at time of reservation	N/A	100% fee charged for each Climb cancelled. No changes permitted to Climb date or time.

All fees will be invoiced at the time they are incurred.

For Buyers with credit terms, invoicing of non-refundable deposits will occur at the time of the reservation or 3 months prior to the Climb date whichever is the later and the balance 14 days prior to the Climb date.

All fees will be charged at the time they are incurred. For Buyers who have completed a Credit Card Authorisation Form, processing of payment will occur in accordance with the Table 2 above. Please note that for payments made by credit card a surcharge will be applied.

- Please note: Payment, Cancellation and Variation policy for reservations of 201+ Participants will be done by negotiation using the parameters set out in Table 2 as a guide.