

# Group Booking Terms and Conditions

- ◆ **Group definition** – The Group rate only applies when you have 10 or more participants. If you arrive with less than 10 participants you will be required to pay for 10 participants at the group rate.
- ◆ **Group bookings** - If you book your group within 14 days of the booking date any changes to booking details may incur charges (as below).
- ◆ **Deposit** - All bookings require a minimum non-refundable deposit upon booking of \$100. Groups larger than 20, or Group Bookings outside our trading hours may be asked for a 50% deposit.
- ◆ **Booking Transfer** - If you are required to transfer a booking, it must be made in writing and received by Hardrock via [info@hardrock.com.au](mailto:info@hardrock.com.au) no less than 14 days prior to the booking date. Bookings can only be transferred once in a twelve month period.
- ◆ **Group Forms** - All participants must be listed on a Group Form which is to be signed by the group leader. It is the responsibility of the group leader to have written or verbal permission from the participant's parents or legal guardian if under the age of 18 years. The form will be provided to you on the day. All participants are required to sign after being checked off by a Hardrock Instructor.
- ◆ **Group size changes** — Hardrock employs staff to maintain a safe instructor to participant ratio. We therefore require confirmation of final group numbers, at least 14 days prior to your booking date. Should you arrive with fewer people than booked (without notification at least 14 days prior) you will be required to pay for the number of people booked. We understand that some participants may not be able to attend on the day due to injury or illness; therefore we accept a 10% maximum variance on your booked or confirmed numbers. Eg. If you book for 20 people, and 15 arrive, you will be required to pay for 18 people. Should you arrive with more people than booked, it may result in some people not being permitted to climb for safety reasons.
- ◆ **Victorian Government Restrictions/Covid-19** - Should restrictions in Victoria impact our ability to host your booking, we will be in contact with you to reschedule your booking to another date. If you are unable to find another date, we can place your deposit on hold until another suitable date is found. Rest-assured, our friendly Admin Team will always work with you to find a solution in a timely manner
- ◆ **Start and Finish times are strict** - We ask that you instruct your participants to arrive 5 minutes prior to the start time in order to get organized. If your group arrives late, the booked finish time and price remains the same.
- ◆ **Group supervision** - Your group must provide at least 1 leader to supervise the participant's behaviour for the entire duration of your group visit. The leader must ensure that the participants follow the centre rules.
- ◆ **Group Payment** - Please ensure that you organize payment for the group before arriving at our centre. We require a lump sum for the whole group. We can not take individual payments.
- ◆ **Invoicing** – Hardrock may permit some organizations to arrange to be invoiced if required. If your group is being invoiced you must submit an official Purchase Order Number in place of a deposit. If your group cancels, your organization will be invoiced the deposit value. Please note - Non cancellation (failure to attend) or cancellation of a booking on the day of the booking will incur charges equivalent to the group booked to recover our costs of employing instructors.
- ◆ **Special Needs Groups** - If you have booked a group that has members with special needs, please advise Hardrock of the conditions 14 days prior to your booking so we can cater for the individual's needs. Please note that any group with special needs may require more leaders to assist. In some cases your group must provide 1 carer to every 3 special needs individuals.
- ◆ **Children Under 11 years old** - Bookings for groups with participants under the age of 11 (eg. Cubs or brownies) require adult assistance. Children under the age of 11 are not permitted to belay (conduct the safety work). Your group must provide 1 adult / leader to every 3-5 children. Leaders are taught how to belay for the children. The Leaders are responsible for belaying the children, and are therefore not permitted to climb. Adults who are doing the belaying must be listed on the group form.
- ◆ **Birthday Parties** - If you have booked an Under 11 Birthday Party at Hardrock, Hardrock will provide 1 instructor to every 5 children. Under 11 Birthday Bookings are strictly 1 ½ hours. If parents wish to assist with the safety work they can do so, however they must complete Individual Agreement forms and go through a belay check on the day. There is a strict limit to the number of parents who can help belay. If parents wish to climb casual rates apply. If you are unsure as to whether you have made an Under 11 Birthday Party Booking, or a Group Booking, please contact Hardrock directly.
- ◆ **Risk Assessment and Certificate of Currency** – If you require a copy of our Certificate of Currency or Risk Assessment, please email [info@hardrock.com.au](mailto:info@hardrock.com.au)
- ◆ **Queries and request** - If you are unsure of any of the above details, or need to make any requests or amendments to your booking, please endeavour to contact us at your earliest convenience. Any last minute requests may not be accommodated if an appropriate amount of time is not provided. For urgent queries please call the respective centre of your booking, otherwise contact us via email at [info@hardrock.com.au](mailto:info@hardrock.com.au)