

Private Instruction Terms and Conditions

- ◆ **Inclusions** – Day pass entry, one on one climbing tuition and hire equipment are included in your Private Instruction. The equipment includes Harness, Shoes, Karabiner and Chalk bag.
- ◆ **Booking Transfer** –If you wish to transfer your booking, we require a minimum 2 weeks notice as we contract staff specifically for your session. Please be advised that Private Instruction transfers may occur twice only and are subject to availability.
- ◆ **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
- ◆ **Private Instruction Absence**- If you are unable to attend your Private Instruction, we require you to contact the respective centre by phone prior to the commencement of your Private Instruction. We also ask that you email our management team at info@hardrock.com.au outlining the reason for your absence.
- ◆ **Hire Equipment sizes** – Our Hire Harnesses will fit waist sizes up to 160cm (63 inches). For individuals exceeding this, we ask that you contact us prior to the course so that we can make necessary arrangements