

Terms & Conditions

Invoicing – An official purchase order number must be provided in order to invoice the school. This is an Education Department Requirement and we are not permitted to send an invoice without it. The minimum number of students for invoicing is 10.

Booking transfers – Should you wish to transfer your booking to an alternative date, please notify Hardrock at least 14 days prior to your booking date. Booking transfers are subject to availability.

Cancellation – If you are required to cancel your booking, a \$100 cancellation fee will apply as the instructors will already be contracted on to facilitate your booking.

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

Non attendance – if you do not attend your booked session or cancel within 14 days of the booking date, a \$100 non-attendance fee will apply.

Start and end times – Please endeavour to arrive at the venue on time. If you arrive late, you will still be required to finish at the booked time.

Attendance form – All students must be listed on a school attendance form and must be signed by the supervising teacher. Please note that individual agreement forms are not required for school bookings and the attendance form will be provided to you when you arrive in centre.

Group size changes – Hardrock employs staff to maintain a safe instructor to student ratio. Please advise Hardrock at least 14 days prior to your booking date of your confirmed numbers. Should you arrive with fewer participants than booked (without notification at least 14 days prior), you will be required to pay for the number of students booked. We understand that some students 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 students than booked or confirmed, it may result in some students not being permitted to climb for safety reasons.

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.

Primary school bookings – Primary schools must provide teachers/adults to conduct the safety work (belay) for the students. We recommend 1 belayer for every 3-5 students.

Supervision – We require at least one teacher to supervise the group who is to remain on the ground. The teacher is responsible for controlling the behaviour of the students. Any additional teachers are permitted to belay or climb and will be charged at the discounted student rate.

Belongings – Hardrock will not take responsibility for student's belongings. We suggest that students leave their bags and valuables at school or on the bus. If students chose to bring valuables into the centre, we suggest securing these items in the lockers at the venues.

Equipment – It is the supervising teacher's responsibility to ensure all climbing equipment is returned at the completion of the session. Replacement fees apply to any equipment that is not returned.

Boulder cave (Nunawading) – Students are not permitted to enter the boulder cave unless given permission from the instructors.

Certificate of Currency and Risk Assessment Summary – If you require a copy of our Certificate of Currency or Risk Assessment please email info@hardrock.com.au