

Terms and Conditions

- ◆ **Course confirmation** – Hardrock Staff members will contact you a few days prior to the course to confirm your attendance. This is an excellent time to ask any questions you may have prior to the course.
- ◆ **Inclusions** – Hire Equipment is included in your entry. This includes Harness, Shoes, Karabiners and Chalk bags. For one month after the course, participants receive 15% off purchases in the gear shop (excluding Sale items).
- ◆ **Booking Transfer** - Hardrock understands that sometimes course booking dates need to be transferred. As our course runs based on the numbers of participants booked in, we require a minimum 2 weeks notice for booking transfers. Please be advised that course transfers may occur twice only.
- ◆ **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
- ◆ **Course cancellation** - Hardrock requires a minimum number of participants for the course to run. If there are less than the minimum booked in, the course may be cancelled. If you are booked into a course which is cancelled, you will be contacted at least 4 days prior to the course and your booking will be transferred to another of your choosing.
- ◆ **Course absence** - If on the day of the course you are unable to attend, we require you to contact the respective centre directly prior to course commencement. 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
- ◆ **Auto- belay restrictions** – As part of our beginner’s course we like to teach participants how to use the Automatic-Belay walls. Our “Auto-Belay” walls may only be used by climbers weighing a minimum 20kg and maximum 110kg. For individuals exceeding the weight limit, we ask them to let the course instructors know on the day. There are no weight limits on our Top-Ropes.