

## Hardrock Booking Confirmation Details

- ◆ **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** - Lead Course participants are required to bring their own lead climbing harness & locking karabiner. Full details on suitable equipment types can be found [here](#). Hardrock supplies other equipment required for Leading, including ropes & belay devices. The course also includes weekend entry. From the time of course sign-up, until 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, we require a minimum 2 weeks notice for booking transfers. Please be advised that course transfers may occur twice only.
- ◆ **Course cancellation** - Hardrock requires a minimum number of participants for the course to run. If less than the minimum are 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
- ◆ **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 payment 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 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](mailto:info@hardrock.com.au) outlining the reason for your absence.
- ◆ **Experience level** - Lead course participants are required to have attended Hardrock and completed a Hardrock Top Rope Climbing & Belaying Assessment prior to Lead Course participation. Although Hardrock does not require Lead Course participants to be able to climb a minimum grade to participate, we recommend participants are comfortable Top Roping climbs grade 16 or higher.
- ◆ **Course restrictions** - Please note that Lead Course participants must be aged 16 years or over. Participants under the age of 18 are required to have a parent / legal guardian sign the [Lead Climbing Assumption of Risk](#). Any participant aged under 18 who has not returned this completed form on or prior to the commencement of the course will not be permitted to participate.
- ◆ **Lead assessment** - At the conclusion of the 2nd course session, participants have the option to attempt their Hardrock Lead Assessment which consists of a written and practical component. Hardrock pride ourselves on having a rigorous Lead climbing and assessment program and as such passing is not guaranteed. Assessors will be available from 11am - approx. 1pm to complete assessments. Please note that attempting the Lead assessment at this time is optional; participants can instead booking in to any of our regular weekly assessment times.
- ◆ **Lead pass responsibility** - Following the assessment, if you receive a Hardrock Lead Pass you are required to have it clearly displayed on your harness at all times when Lead climbing or Lead belaying.