



Eden Rock Cancellation Policy

Confirmation of your booking.

- Your booking will be confirmed upon receipt of a deposit totalling 50% of the value of the session. The remaining 50% can be paid any time before, or on the day of the session. Invoices are payable within 7 days following the date of the session.
- To use a voucher for full or part payment, a valid voucher code must be provided at the time of booking.
- We will send an email confirmation for group or party bookings - please ensure the details within this email are accurate.

Alterations to your booking.

- As per our confirmation email for groups and parties, we require confirmation of numbers no less than 14 days prior to the session and confirmation of participant's names no less than 7 days prior to the session.
- Up until 7 days (14 days for party and group bookings) prior to the date of your session, you can alter your booking without incurring any penalties.
- Within 7 days (14 days for party and group bookings) of the date of your booking, any request to alter your booking may result in the loss of 100% of your deposit, and we reserve the right to reject any request.
- Should you need to reschedule your booking due to unforeseen circumstances, we will at our discretion and subject to instructor availability, look to reschedule the booking without charge. Any subsequent rescheduling will incur a £10 administration fee per change.
- Change in numbers - you may request an increase in numbers at any point up until 14 days in advance of the date of your booking. Any increase in numbers is not guaranteed and will be at Eden Rock's discretion, based on instructor availability.
- Block bookings are non-refundable. In some circumstances such as injury, at Eden Rock's discretion we may allow the sessions to be carried over to the following block.

Cancellation by Customer

- Where cancellation takes place 14 days or more prior to the date of your booking, a full refund will be given.

- Where cancellation takes place between 7 and 14 day prior to the date of your booking 50% of your total booking fee (equal to the value of the deposit) will be forfeited.
- Where cancellation takes place less than 7 days prior to the date of your booking, 100% of your total booking fee will be forfeited.

Cancellation by Eden Rock

- We will of course endeavour to run all sessions at the arranged date and time. In exceptional circumstances such as staff sickness or centre closure we may be forced to cancel your session. In this instance we will inform you of the cancellation as soon as possible.
- In the event of a cancellation by us, we will offer you the following options: a full refund, or an alternate mutually convenient booking date/time.

Additional booking policies

- Please arrive around 15 minutes prior to the scheduled start-time of your session. Please be aware that it will generally not be possible for us to overrun your bookings past the scheduled finish-time, as we often run back-to-back sessions.
- We reserve the right to remove any individual, or end a session early should the behaviour of an individual or a group be deemed to be unsafe or anti-social. No reimbursement will be offered under these circumstances.