

Terms and Conditions

General Terms

- 1 These Booking Terms and Conditions apply to all bookings made at Jump Division which is a trading name of Planet Jump Ltd. (Company number 9512010)(Vat Number 223738901)
- 2 A booking will be deemed to have been accepted once a written confirmation has been received from Jump Division. This includes a confirmation e-mail.
- 3 Jump Division shall not be responsible for the loss, or damage, of or to any property or to any person arising from the booking of or participation in the Activities.
- 4 Parking facilities are available at the site, and any vehicles are left at the owners' risk.
- 5 Nothing contained in these Booking Terms and Conditions is intended to nor shall limit the liability of Jump Division in respect of death or personal injury caused by the negligence of Jump Division or of its employees, agents or contractors.

Safety

- 6 Every person who has booked to jump must sign a waiver, this can either be done at the time of booking or upon arrival for you session.
- 7 If you choose to sign the waiver upon arrival you must ensure that you arrive with sufficient time to complete the document for every person in your booking. Jump Division will not be liable to refund any monies for any missed jump time as a result.
- 8 All participants must receive a safety briefing before jumping.
- 9 It shall be the responsibility of all participants to ensure that they are dressed appropriately and wear clothing appropriate for the activity and which they do not mind getting damaged.
- 10 Participants must wear Jump Division grip socks for grip and hygiene. No belts, jewellery or other sharp items of clothing that may cause damage to yourself, the equipment or other participants. Jump Division will not be responsible for any damage to or loss of clothing or other personal
- 11 Jump Division reserves the right to refuse admittance or to remove a participant from the premises should it deem it necessary to do so. This includes, but is not limited to a participant who does not comply with the safety rules and advice and the safety system or who is deemed to be under the influence of alcohol or drugs.

- 12 All participants must be reasonably fit and healthy, at least 5 years old and must weigh less than 20.5 stones/130kg. If you have any concerns we advise that you visit a site at a time prior to your booking and speak to a member of staff.
- 13 Participants are advised to jump within their ability – only the individual knows or understands their own limits and competencies. If you are unsure of whether you can complete a manoeuvre, you should not attempt it
- 14 If participants have medical concerns they are advised to consult their doctor in advance. Participants will be required to certify that they do not suffer from any medical condition which would make it more likely that they would be involved in any incident which could result in injury to themselves or others.
- 15 Due to the physical nature of the Activities Jump Division recommends that pregnant women should not take part. Pregnant women who still wish to undertake the activities will be required to sign a disclaimer confirming that they are aware that there are risks to them and to their unborn child and that participation in the activities is at their own risk.
- 16 No refunds or compensation will be payable by Jump Division in the event that any participant is not permitted to for the reasons stated above, or decides not to, undertake the activities.

Cancellation and Refunds

- 17 You shall be entitled to cancel your booking subject to Jump Division receiving your request for cancellation at least 7 days before the booked start time. You shall be entitled to a full refund in the event of cancellation under this clause.
- 18 Any requests for cancellation must be made by telephoning to the booking line 01942 215961.
- 19 Jump Division shall be entitled to cancel your booking at any time. In the event that Jump Division decides to cancel your booking it shall use its reasonable endeavours to notify you as soon as possible. You shall be entitled to a full refund in the event of cancellation under this clause but no other compensation shall be payable.
- 20 In the event that it proves necessary to close the park or limit activities for reasons beyond the control of Jump Division and in circumstances where your party has commenced participation in the activities, you will be entitled to full refund.
- 21 Refunds made by debit or credit card will be refunded to the same card or, if the card has subsequently expired, by cheque. Payments made by Gift Voucher will be refunded by the issuing of a replacement Gift Voucher to the same value.

- 22 Upon booking a party there will be a non-refundable deposit taken, full balance will be payable seven days before the event. If you cancel the party over 7 days before the event then the balance will not be payable but the deposit will not be refunded. If you cancel less than 7 days before the event then the whole balance becomes non-refundable.
- 23 Should you need to amend the party booking or even change the date for party then we will accommodate this as long as this is done at least 14 days before the event. In this event you will not lose the deposit but it will be transferred to the new booking.

Governing Law

- 24 If any of these terms are determined to be illegal invalid or otherwise unenforceable it shall be severed and deleted for these terms and the remaining terms shall survive, remain in full force and continue to be binding and enforceable. Nothing above shall confer on any third party any benefit or the right to enforce any of these Booking Terms and Conditions.
- 25 These Booking Terms and Conditions shall be governed by and interpreted in accordance with the laws of England and Wales and Jump Division and you submit to the exclusive jurisdiction of the courts of England and Wales.