

Terms and Conditions

Cancellation and Refunds

- 1 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.
- 2 Any requests for cancellation must be made by telephoning to the booking line 01942 215961.
- 3 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.
- 4 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.
- 5 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.
- 6 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.
- 7 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.