



### **Cancellation Policy for individual bookings:**

#### **Cancellation by the participant**

1. Bookings cancelled within 48 hours of the scheduled activity time are non-refundable. Moreover, participants that fail to present themselves on the day of their activity (no show) will forfeit 100% of their payment.
2. Bookings cancelled more than 48 hours before the scheduled activity time shall be refunded or re-booked for the next event. Subject to availability such bookings may be amended once free-of-charge. Any subsequent amendments or cancellations will be non-refundable.

#### **Cancellation by MC Adventure**

For the safety of our participants, in the case of inclement weather conditions or due to events beyond our control, MC Adventure may need to cancel an activity. MC Adventure will use all reasonable endeavours to contact the participant in sufficient time to notify them of the cancellation. In the event that we cancel an activity, the participant will be offered either a full refund or a booking transfer to an alternative date and/or time. MC Adventure is not liable in any circumstances for any costs incurred by the participant as a result of any such cancellation.



### **Cancellation Policy for group bookings:**

#### **Cancellation by the client:**

Should the client wish to cancel their booking for whatever reason, refunds will be as follows:

1. Refund of 75% of cost of activity up to 5 working days before activity date.
2. Refund of 50% between 5 days and 72 hours before the activity date.
3. No refund within 72 hours before the activity date.

When third party suppliers are booked on behalf of the client as part of the activity, the suppliers' cancellation policies will apply.

#### **Cancellation by MC Adventure:**

Should MC Adventure be forced to cancel the event for a reason that is out of its control, such as inclement weather or dangerous conditions, the client will have the following options:

1. Postponing the activity to the first available date within the same month at no extra cost.
2. Obtaining a credit note for the full value of the activity for use at an activity held at a future date within 1 year (price increases would need to be added to the new activity plan) of the original confirmed date or
3. Receiving a refund of 90% of the full cost of the activity. The 10% will be held by MC Adventure to cover the office manpower needed to agree and conclude the activity planning up to the date of the activity.

Should MC Adventure be forced to cancel the activity due to lack of staff or other serious logistical problems, the activity may be moved by a few days in agreement with the client at no additional charge but giving the client a 10% discount on the agreed price. Alternatively, the client will receive a credit note for the full amount paid, to be used within 1 year of the activity date, or may opt for a 90% refund of the activity cost.

