



ROCK FROG OUTDOOR ACTIVITIES

School Course Cancellation Policy

Single Sessions or Lessons

Where your school books a single session of any type except kayak / canoe sessions the standard bookings and cancellation policy will apply.

If your school is being invoiced for a session or lesson and you cancel your session with less than 5 days notice, you will be invoiced for the equivalent deposit amount.

If you give less than 48 hours notice or simply do not attend the session, you will be invoiced for the full cost of the session including any hire charges.

Kayak and Canoe Sessions

Kayak and Canoe session water fees must be paid by Rock Frog at time of booking and therefore if your session is cancelled at any point after booking, we will have no option but to invoice for the water fees incurred.

Cancellation of Courses or Series of Sessions

If your school books a series of lessons or sessions or a course which is then cancelled, each session or lesson cancelled in the series will be treated as an individual cancellation but the booking will be dealt with as a whole.

Each session in a series or course where there is less than 48 hours notice will be invoiced for at the full amount.

Each other session or lesson cancellation in the series or course that cannot be re-arranged by common consent will be invoiced for at the rate of £20 per session.

Example:

12 x G.C.S.E. Climbing Sessions booked for 10 Students

Start Date: 24.03.06

Total Course cost: £1240.00 (Individual session cost £124.00)

Course Cancelled on 24.03.06

School invoiced as follows:

<i>1 x</i>	<i>£124.00</i>
<i>11 X</i>	<i>£ 20.00</i>
<i>Total</i>	<i>£344.00</i>