



# BOULDER HUT

## Online bookings - climbing slots

### **Cancellation Policy**

You are entitled to cancel your climbing slot booking at any time. However, if you make a cancellation during the 24 hour period before you are due to climb, you will only be offered a transfer to another date and no refunds will be issued.

### **Fair usage policy - Ultimate Pass Members' bookings**

The following policy is in place to try to ensure fair shared use of the climbing slots at Boulder Hut.

Climbing slots are released automatically 14 days in advance.

We ask that you book climbing slots considerately, by ensuring you don't book more than a single booking slot per day and that you only book slots you are sure you'll be able to attend. Should something arise unexpectedly that will prevent you from attending a slot, we'd ask that you cancel the booking as soon as you know you'll be unable to attend - this will free up space for others.

*What will happen if I make a lot of bookings or book and don't show up?*

We will be monitoring climbing slot bookings and if it is found that you are making a lot of bookings or book and don't show up, we may have to suspend your ability to make online bookings. We don't want to do that, and with your support and goodwill we'll work with you to see if we can avoid this happening.