



## Making an enquiry

- You may email us with enquiries or complete the contact us form on our website.
- After initial enquiry, you will be asked to complete our online booking forms, Inspections or Training.

## Accepting an order

- After completion of our online booking form, you will be issued with an invoice.
- You are required to pay the invoice in full prior to the start of the course.
- Your booking is not confirmed until we receive full payment.
  
- Fees include all instruction and stated specialist equipment. Additional costs you will be required to cover include, entry into climbing walls.
  
- Cancellation four weeks before start date will receive 50% of your course fee back.
- Cancellation within two weeks of start date will result in loss your whole course fee. We strongly recommend you purchase personal cancellation, accident, and medical insurance.
  
- In the extremely unlikely event that Ropes Course Inspection & Training Ltd (we) must cancel the course a full refund of the course fees will be given. Please note we will not reimburse any lost travel or accommodation costs. We strongly recommend you purchase personal cancellation, accident and medical insurance to cover this.
  
- Weather and conditions can require an adjustment to the program for safety considerations. Any adjustments will be communicated and agreed with you. An alternative is always available.

## ERCA Courses

For all ERCA Instructor courses you must:

- Have prior experience of High Ropes Courses (minimum 1day)
- Hold a current First Aid qualification.

For all ERCA conversion Instructor courses you must:

- Have prior experience of running Traditional High Ropes Courses (at least 2years)
- Be able to belay a climber proficiently using different devices.
- Be able to fit different styles of harnesses and helmets effectively.
- Be able to tie basic knots including a Double figure of Eight on a bight with a stopper knot, a Clove Hitch, and a Barrel knot (triple stopper loop).
- Hold a current First Aid qualification.

For all ERCA Generic Rescuer courses you must:

- Hold a valid ERCA Instructor qualification
- Hold a current First Aid qualification.
- Be physical fit & able to move yourself around a High Ropes Course

## Conditions of Participation

British Mountaineering Participation Statement. As part of our booking form, you are required to agree with BMC participation statement, this highlights the fact that the environment we are operating in is dynamic and has potentially high-risk situations. Our instructors are all fully qualified and experienced to work in this environment with you and reserve the right to adjust, relocate or even cancel the day's activities if they feel safety is going to be compromised.

A situation might require rapid action on the part of the instructor to ensure safety. Where possible the reasons for any such decision/action will be discussed with you before, if this is not possible due to the dynamic nature of the situation the instructor will discuss and explain after. For the safety of you, your instructor and possibly people around you must follow all instructions given.

We work on 'challenge by choice'. If at any time you are uncomfortable or wish to stop, please inform your instructor immediately. They will then discuss with you the options should you wish to cease partaking in the activity.

Should you wish to withdraw while out on a group activity (Climbing, Hill Walking or Mountaineering) this may require all clients to return to a safe roadside location if the instructor deems conditions too serious for you to remove yourself from the environment. No refund will be given in this instance. We strongly recommend you purchase personal cancellation, accident, and medical insurance to cover this.

If you insist on removing yourself from the group against the instructor's advice then our instructor will no

# Course Terms & Conditions

**ROPES COURSE  
INSPECTION &  
TRAINING LTD**



longer hold a professional duty of care or be held accountable for your actions and any outcome resulting from them.

We are committed to equality and work hard to allow access for all to the outdoors. Medical conditions which are known and managed well do not preclude participation on our courses. Courses can be demanding physically, mentally, and emotionally, it's essential that you declare on your booking form and inform your instructor on the day of any issue which may impact on your participation, safety and enjoyment of the day. You must inform your instructor immediately on anything that arises during the day, they can then work with you and take appropriate action suitable to the issue, location, and conditions.