



## REFUND POLICY

### General Statement

Adrenaline Alley will endeavour to grant refunds to customers and visitors who use our products and services if there is a valid reason and proof of purchase for the transaction is provided. Services and products covered in this policy include session vouchers, merchandise and goods sold on our premises that are found to be unsatisfactory, faulty or do not meet legal requirements.

**Sessions, including pre-booked sessions, or sessions booked on-line, cannot be refunded once bookings have been confirmed.**

### Policy Details

#### **1. Returns**

Purchased products can only be returned or exchanged within 7 calendar days of purchase provided the items have not been used, worn or damaged. A valid receipt or proof of purchase must accompany all returns. Shipping costs are non-refundable and must be met by the customer on all returns.

#### **2. Refunds**

Type of refunds; refunds may be granted but are not restricted to any or either of the following purchases:

##### **2.1. Covid-19**

2.1.1. Refunds during lockdown periods will only apply if the facility is forced to close due to Covid-19. No refunds will be given if participants cannot travel to the venue because of lockdown or restrictions imposed upon them in their respective areas.

##### **2.2. Session Vouchers & Passes**

2.2.1. Refunds on session vouchers may only be granted prior to commencement and not during or after any session has started or finished.

2.2.2. Refunds on 7 day passes or vouchers may only be granted prior to commencement of the 7 day pass and not during or after the 7 day period.

2.2.3. Partial refunds on session vouchers and/or passes are not allowed including if a participant is injured during their session.

##### **2.3. Sessions**

2.3.1. Sessions are non-refundable during or after the session has started or expired, including if a participant is injured during their session.

2.3.2. On-line session bookings will not be refunded but may be exchanged for a session of the same value at a date agreed with the customer unless a genuine mistake has been made during the booking process.

2.3.3. Session refunds will not be made prior to the visiting date but may be granted after the visiting date.

2.3.4. Sessions booked at reception on the day will not be refunded or exchanged under any circumstances.

## **2.4. Events**

### **2.4.1. Private Hire**

Bookings will only be refunded if the customer has a valid reason not to attend. Refunds will only be granted under the following conditions:

- Full refund - no later than 30 days prior to the visiting date
- 50% refund - no later than 14 days prior to the visiting date
- 25% refund - no later than 48 hours prior to the visiting date

Concessions will not be given to a reduced number of participants booked to attend nor will any other booking amendments be refunded against any booking 48 hours prior to, during, or after the visiting date.

### **2.4.2. Late Night Events**

Events such as Late Nights & All-Nighter's are subject to the same conditions described in section 2.2 (above).

\*Events outside of Adrenaline Alley's control are not covered by this policy.

## **2.5. Merchandise**

Goods or products sold by Adrenaline Alley are covered by this policy.

### **2.5.1. Clothing**

Adrenaline Alley will only accept returns or exchange its branded clothing items within 7 calendar days of purchase provided the items have not been used, worn or damaged. Items must be accompanied with a valid receipt or proof of purchase.

The buyer is responsible for their own shipping costs when returning items. Shipping costs are non-refundable unless the delivered item was found to be faulty or damaged in transit.

Postage must be paid on purchases made by phone or email at the time of purchase.

If any items are refunded the cost of shipping may be deducted from the refund amount.

## **2.6. Other Goods**

Other products such as food & drink items sold on the premises by Adrenaline Alley may be subject to refund or replacement if they are found to be unsatisfactory, damaged or sub-standard. Customers should seek the assistance of the Duty Manager in such cases.

## **3. Refund Timelines**

Adrenaline Alley will do our utmost to ensure refunds are processed immediately and without delay. Customers should allow up to 48 hours for refunds from operators like PayPal to reach their account.

## **4. Contact Us**

Please contact us directly in person at reception or call us during our opening hours on 01536 202049 or via e-mail - [enquiries@adrenalinealley.co.uk](mailto:enquiries@adrenalinealley.co.uk)

Adrenaline Alley®

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