



Changes by You:

You are free to make amendments relating to the number and identity of people in your group, up to 24 hours prior to your event. The time, date and location of your booking cannot be altered, however if you require an alteration, please contact Zorb UK Ltd and we will do our best to accommodate you. Once a deposit has been paid amendments can only be made with prior agreement from us.

Cancellations:

All bookings are non-transferrable and non-refundable.

We reserve the right to cancel your booking with full refund in the unlikely event that we are unable to complete your booking.

Terms and Availability:

In the unlikely event that our venues terms and/or availability for your group changes after you have made a booking, we will do our utmost to ensure you experience as little disruption as possible. We offer goods and services on behalf of our venues and services and do so in good faith. If we are unable to make alternative arrangement in the case of a venue or service cancellation then we will offer an alternative or a refund for that part of your booking. However if weather conditions are extreme and deemed unsafe by Zorb UK Ltd we will do our utmost to re-arrange your session. In any event, we shall not be liable for any delays or any failure to perform any of our obligations under these conditions, or any third party obligations, caused by any factor beyond our reasonable control, including but not limited to acts of terrorism, natural disasters, poor weather conditions and the declaration of war.

Price Changes:

All prices quoted by us are based upon costs current as at the booking date.

If you have made your booking within 6 weeks of your event then we will do our best to ensure that there are no price changes although this cannot be guaranteed and we reserve the right to demand payment for any additional charges owing to the nature of the late booking. UNLESS, if you notify us of change in the number of people in your group then we unequivocally reserve the right to change the price of your Zorb UK Ltd event at any time to reflect extra costs incurred in transfers, group booking costs, administration etc.