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## **BOOKING CANCELLATION POLICY**

We understand that from time-to-time plans change or something unforeseen happens at short notice so we will always try to be as flexible as possible.

If you provide us with at least 48 hours' notice, we will reschedule your booking to a different day / time free of charge or issue a full refund if we are unable to find a suitable alternative.

Where less than 48 hours' notice is given, 50% of the activity fee will be charged unless we are able to find a suitable slot to move the booking to.

In the event that Rhino Boulder has to cancel your session, we will endeavour to provide you with as much notice as possible and will give you the option of rescheduling the activity or issue you with a full refund.

Please call us on 0208 0508720 or email [bromley@rhinoboulder.co.uk](mailto:bromley@rhinoboulder.co.uk) if you need to cancel or reschedule your session