



GIFT EXPERIENCES  
CHARITY FUNDRAISING  
CORPORATE EVENTS  
TELEVISION & FILM  
PRODUCT LAUNCHES  
INTERNATIONAL

## Terms & Conditions

UK Bungee Club is the supplier of all experiences that appear on this website. When you purchase an experience or book with a voucher from the UK Bungee Club or with a voucher provided by an external provider you become legally bound by these terms and conditions. Please do not proceed and book or purchase an experience or complete a booking until you have read, understood and accepted these terms and conditions.

### Prices

The prices displayed on our website are correct to the best of our knowledge and maintained on a daily basis. Prices of experiences may vary throughout the year. In the event of an order being placed against an accidental incorrect price, we will endeavour to inform the purchaser of the error within 7 days of the purchase being made. We will allow the purchaser to either cancel the booking or choose to pay the additional difference in price. Vouchers and purchases from external voucher providers may vary, the UK Bungee Club shall not be held responsible for purchases or the prices displayed on external websites and other gift experience companies.

### Weather

Nearly all of our experiences are weather dependent. Please be aware that the weather can be unpredictable and events do have to be cancelled because of this, high winds and thunderstorms are our main concerns. Cancelling an event can be a huge inconvenience for both participants and us here at the UK Bungee Club, however the safety of our jumpers and crew is paramount and we would appreciate your understanding with this. If bad weather affects a booking it will be rescheduled by the UK Bungee Club at no extra charge to you for a later date. No refunds will be given. There can be no guarantee that a particular date will not be withdrawn due to adverse weather conditions. As above we strongly recommend that you contact us before you depart for your experience, however please be aware weather conditions on the day can change quickly and events can still be cancelled after the event has started should the experience be deemed unsafe. Non attendance on a day that operates in spite of bad weather forecasts will see you lose your experience. In the event of cancellation, UK Bungee Club will not be held liable for the cost of lost insurance premiums, travel expenses, pre-booked accommodation costs or any other costs incurred. Please make sure you have provided us with the mobile phone number you will have with you on the day. If your bungee jump is cancelled due to inclement weather we will endeavour to reschedule it as soon as possible.

### Availability

All experiences are offered subject to the availability of dates, cranes, facilities and crew. Bookings should be made as far in advance as possible especially during peak times. We suggest if you plan to book an experience or purchase a voucher for a date at short notice, you call us to ensure there is still availability before completing the transaction. You should not make any travel or accommodation arrangements in connection with the course or experience until you have received your booking confirmation with a date and time on it from the UK Bungee Club. Where specific elements of the experience such as cranes are not available due to mechanical breakdown, we reserve the right to make reasonable substitutions on the day. If this is not possible we reserve the right to cancel the experience at short notice.

### Duration and Time of Jump

The time of your experience is a guide time only, there is no guarantee that you will complete your experience at the exact time given on your booking confirmation however we try to stick to these times as closely as possible. Please allow plenty of time on site and we recommend a minimum of 3 hours. Where the duration of an experience is mentioned on our website and marketing material or by a member of our crew this is an approximate guide to the length of time you should expect to be at the venue. The duration may vary slightly from venue to venue. When you are taking the experience as part of a group there may be some waiting time involved.

### Descriptions & Images

All descriptions contained on our website and in our marketing material are correct at the time of going to press. Descriptions may be updated throughout the year as experiences change. The images used in all promotional literature to illustrate courses experiences, particularly those that take place at more than one location, are used as an indication only. UK Bungee Club shall not be responsible for the descriptions and images of external websites and gift experience companies.

### Safety

We ask you to leave plenty of time to get to the venue. All of the experiences we offer require registration, safety briefing and certain amount of preparation, it is essential that the participant attends registration otherwise they will not be able to participate. No alcohol or drugs can be consumed before any of the experiences we offer. Our crew reserve the right to refuse an activity to persons suspected to be under the influence of alcohol and / or drugs. All experiences require the wearing of safety equipment such as harnesses, this is mandatory and there are no exceptions. Other safety precautions will be advised in your confirmation details. Each venue employs professional instructors who reserve the right to end an experience or offer alternative tuition if they believe the participant may endanger themselves or other members of the public.

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Magna Science Adventure Centre  
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**STRETCH  
LIFE FURTHER™**



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### Refunds and Cancellations

The UK Bungee Club will refund booked experiences & vouchers bought direct from the UK Bungee Club within 7 days of purchase minus a £10 administration. After 7 days no refund will be available.

- Where gift vouchers have been bought from external providers and a booking has been made, no refunds will be given and voucher validity will be lost for any cancellations
- Should you need to cancel or re-schedule a booking you have already made after 7 days of booking, a £25 per participant re-booking fee will apply. Where cancellation insurance has been purchased you may change the date of your event once free of charge, and we must be informed of this change before the start time of your event.
- For participants failing to turn up to an event you will not be able to reschedule bookings, no refunds will be given and voucher validity will be lost.

### Cancellation Cover

Cancellation cover must be paid for separately. This can be done on our website or requested from our Customer Care Team on 0845 319 3747 and must be purchased at the time of booking. If you have purchased this from UK Bungee we will rebook an activity within the voucher's validity period.

Cancellation allows you to cancel the activity once. If you cancel because of bereavement, breakdown or illness official documentation must be provided i.e. death certificate, doctors note and official recovery documentation. Cancellation cover must be paid for separately. If you have purchased this from UK Bungee we will rebook an activity within the voucher's validity period.

If no cancellation cover is taken any changes made after 7 days of booking will incur a £25 per participant re-booking fee. Please see the above cancellation procedure for full details as no changes, cancellations, rebooking's or exchanges will be accepted.

### Cancelled Events

Sometimes the UK Bungee club has to cancel experiences for reasons, such as, but not exclusive to, the weather or mechanical breakdown, or because minimum requirements are not met such as a minimum group of people. We regret that such eventualities but in these circumstances, the UK Bungee Club is unable to reimburse travel, accommodation or any other expenses you may incur in relation to the cancelled experience. A location and experience may be terminated without warning during the lifetime of vouchers and bookings on these occasions an equivalent or alternative location or experience will be offered. If this is not suitable credit will be offered but no cash refunds will be made. As events do vary from venue to venue, please note that cancellation or re-scheduling may not always be possible

### Booking Confirmations

UK Bungee Club booking confirmations can be delivered by email to the email address entered by the person making the booking. Be aware that some email accounts may categorise our email confirmations as unwanted or 'spam' email. To avoid this please add our email address [info@ukbungee.co.uk](mailto:info@ukbungee.co.uk) to your address book. UK Bungee Club is not liable or responsible for any loss suffered as a result of an email voucher being blocked by web filters or firewalls. If the recipient does not receive the email voucher, please contact us immediately to send vouchers to an alternative email address.

### Gift Vouchers - Validity & Extensions

Each voucher will show a unique code, which must be quoted when dealing with UK Bungee Club and which will be used to identify your booking and proof of purchase. Vouchers and the associated references must be kept safely and securely and presented to UK Bungee club on the day of your experience. Please check your expiry date, you must book and complete your experience prior to the expiry date on your voucher. We reserve the right to refuse participants who turn up without a valid voucher.

Failure to produce a valid voucher on the day of your experience means that full payment will be required to cover the cost of the jump before you will be allowed to proceed with registration. This payment will be refunded on receipt of a valid voucher in the post alongside a completed deposit refund form within 28 days of your jump date.

The UK Bungee Club will take no responsibility for any loss you may incur as a result of impersonation or identity fraud. A voucher will be deemed to be invalid if it is out of date unless you have written prior agreement from the UK Bungee Club or an external provider (the validity date is clearly stated on the voucher).

In the case that you are unable to book and complete an experience before the expiry date on your voucher, UK Bungee Club will extend the voucher for 6 months upon the customer paying an administration fee of £10. Customers are required to return a Voucher Extension Form and the original gift voucher via post to UK Bungee Club. The £10 administration fee must be paid

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prior to receiving a Voucher Extension Form. Vouchers can only be extended if they are still within the expiry date when received by UK Bungee Club. Vouchers can only be extended once with a maximum expiry date of 6 months from the original voucher expiry date. Where a gift voucher has been purchased by a third party the above terms and conditions will apply, and once extended the voucher will become non-refundable. All gift vouchers purchased directly from UK Bungee Club are non-refundable after 7 days of purchase. UK Bungee Club strongly recommends that all experiences are booked as early as possible to avoid disappointment.

UK Bungee Club accepts no responsibility for lost or stolen vouchers; any gift voucher lost or stolen will not be replaced.

#### **Voucher Bookings**

Individual or Small Group Bookings. All vouchers must be booked in online at [www.ukbungee.co.uk](http://www.ukbungee.co.uk). Please do not arrive at a venue expecting to redeem your gift voucher without first booking your activity on [www.ukbungee.co.uk](http://www.ukbungee.co.uk). UK Bungee Club will not be held liable for your costs incurred if you do not follow the procedure set out in these Terms and Conditions. Bookings are not finalised until you have received written confirmation from the UK Bungee Club by email or letter.

#### **Corporate Bookings, Group Bookings**

Are treated the same as individuals unless a separate contract is in place in this instance please consult your contract for information.

#### **Insurance**

The very nature of some of the activities that we promote means that they are dangerous. Prior to ordering or participating in any experience you should be aware of the risks involved. The UK Bungee Club can provide further information if you are in any doubt about any experience. We hold a valid public liability insurance and this is always available to view on site if you wish to see it please ask a member of the crew.

#### **Discount Codes**

Discount codes are issued subject to availability and can be withdrawn without notice at any time. UK Bungee Club reserves the right to stop discount codes being used against specific products. Only one discount code can be used per order. Discount codes apply to internet orders only.

#### **Partner Venues & Liability**

The UK Bungee Club work in partnership with selected venues and locations to host our events. Although UK Bungee Club has sought to select high quality and experienced external venues and locations, the UK Bungee Club shall not be responsible for the actions and quality of external companies and venues or any loss or damage suffered by you whilst you are attending one of our experiences at these external venues and locations. By participating in an experience with us you acknowledge that certain factors are beyond the control of UK Bungee Club and agree that neither UK Bungee Club nor any associated Partner Centre shall be liable for the cancellation, postponement or alteration of any experience for reasons beyond its reasonable control including for weather-related reasons, mechanical failure or otherwise. In the event of mechanical machinery break down you should expect reasonable substitutions without notice. The total liability of UK Bungee Club for any claim whatsoever in connection with the course or experience voucher or any course or experience shall be limited to the price paid for the voucher or booking.

#### **Late Arrivals**

We urge you to treat a trip to your bungee jump as you would catching a flight or train. This is because every participant has a scheduled jump time. If you are late we will endeavour to put you through your experience but this will be subject to conditions on the day.

#### **Personal Belongings**

It is the participant's responsibility to ensure that they are in possession of their personal belongings following their experience. UK Bungee Club has no liability to compensate or offer replacements for items lost at one of our experiences.

#### **Spectators**

Most locations will allow you to bring spectators to watch you participate in your selected experience. When booking your date please check our website for details. Spectators are required to comply with the partner locations terms, conditions and expectations of conduct. Any spectators deemed under the influence of drugs or alcohol will not be permitted on site.

#### **Merchandise**

All merchandise is offered subject to the availability of equipment facilities and crew and there can be no guarantee that merchandise will be available on the day of your experience. All merchandise is provided at an additional charge and is in no way linked to the price of your experience. Prices of merchandise may vary throughout the year. Where specific elements are not available, we reserve the right to make reasonable substitutions on the day. If this is not possible we reserve the right to cancel merchandise at short notice.

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By participating in an experience with us you acknowledge that certain factors of merchandise are beyond the control of UK Bungee Club and agree that neither UK Bungee Club nor any associated Partner shall be liable should certain equipment associated with merchandise such as cameras not be working at the time of your experience. If for any reason you are unhappy with any of the merchandise received, you can return any of them to us for an exchange or refund within fourteen days of purchase. We make no charge for returns. Returned goods must be unused and supplied with their original packaging. All returns must have a completed returns form. Customers are responsible for returning the goods to UK Bungee at the following address:

UK Bungee Club  
Magna Science Adventure Centre  
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Customers are responsible for paying any postal charges that may apply when returning goods, except in the case of faulty goods. UK Bungee cannot be held responsible for any returned items that have been lost in the post and it is therefore recommended that all goods are returned via recorded delivery.

#### **Restrictions**

Certain experiences provided by us are subject to minimum age, health or other requirements. These details are listed on our website and below, they are also listed in your booking confirmation and at registration. It is the purchaser's responsibility to check that the restrictions are met. Once you have confirmed a booking you are not eligible for a refund if you are forced to cancel because the minimum requirements are not met. Details of restrictions and requirements are below. Please read them carefully.

#### **HEALTH WARNING NOTICE - IF IN DOUBT - DON'T PARTICIPATE**

If you are not in good health you should NOT participate

If you have any of the following conditions you should seek medical advice before participating.

- High Blood Pressure
- Heart Condition
- Suffer from Dizziness or Epilepsy
- Damage to neck, back, spinal column, legs or eyes
- Asthma
- Pregnancy
- Alcohol – If you appear intoxicated you cannot jump
- Medication - please inform us if you are taking any form of medication
- 

If you suffer from any of the above but have been given a doctors certificate,  
You will be requested to sign a non standard waiver.

- Bungee Jump - No under 14's
- Awesome Foursome Experience
- Triple Whammy Experience - No under 11's
- 11 - 15 year olds require a parent or guardians permission and signature
- Over 50's are required to have a doctors certificate to comply with our insurance regulations
- Glasses and hard contact lenses cannot be worn
- If wearing boots please be prepared to remove them
- Maximum weight limit for a solo jumper is 120kg (18.9 stone)
- Waist harnesses fit waist size of 40cm (15.7 inches) to 125cm (49.2 inches)

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