



GO VERTICAL – TERMS AND CONDITIONS (RECREATIONAL ACTIVITIES)

To include All Training Courses, and Recreational Activities.

(including Mountaineering, Rock Climbing, Gorge Walking, Anchor Placement, PPE CPD Workshops)

1. Application and Acceptance

These Terms and Conditions apply to all recreational activities provided by GO Vertical Limited. By making a booking and/or participating in an activity, you confirm that you have read, understood and agree to be bound by these Terms and Conditions.

2. Bookings and Payment

A completed booking form and deposit (or full payment if within 14 days of the activity) are required to confirm a booking. The remaining balance must be paid no later than 14 days before the activity date unless otherwise agreed in writing. Group bookings must be made by a responsible adult aged 18 or over.

3. Cancellations by the Participant

If you cancel your booking:

- More than 28 days before the activity – full refund minus a £20 administration fee.
- 14–28 days before – 50% refund.
- Less than 14 days before – no refund.

We may, at our discretion, allow bookings to be transferred or rescheduled. Participants are advised to arrange suitable personal insurance.

4. Weather, Conditions and Changes by GO Vertical

All activities are subject to weather, environmental and water conditions. If conditions are deemed unsafe in the professional judgement of GO Vertical instructors, GO Vertical will offer a suitable alternative activity or location on the same date where possible. If no suitable alternative is available, the booking will be transferred to another date at no additional cost. Refunds will only be offered if no alternative or rescheduled date can be provided. Decisions regarding safety, activity choice and location are final.

5. Participation and Safety

All activities involve inherent and residual risks which cannot be entirely eliminated. Participants accept that risk remains despite all reasonable safety measures being taken. Participants agree to follow all safety instructions given by GO Vertical staff. GO Vertical reserves the right to refuse participation or remove individuals from an activity if safety is compromised, without refund.

6. Medical Conditions and Fitness

Participants must disclose any medical conditions, injuries, disabilities, allergies or medication that may affect participation prior to the activity. Participants must be of suitable fitness and, for gorge walking, confident in water. GO Vertical reserves the right to refuse participation if deemed unsafe. Failure to disclose relevant medical information may result in exclusion from the activity without refund.

7. Age Limits and Supervision

Minimum ages apply: Climbing/Abseiling – 8 years; Gorge Walking – 10 years. Participants under 18 must have written parental or guardian consent. Additional adult supervision may be required for youth or school groups.

8. Equipment and Clothing

GO Vertical provides all technical safety equipment unless otherwise stated. Participants are responsible for providing suitable personal clothing and footwear. Participants agree to use equipment correctly and only as instructed. Damage caused by negligence or misuse may be charged at replacement cost.

9. Personal Property

GO Vertical accepts no responsibility for loss of or damage to personal belongings during activities.

10. Insurance and Liability

GO Vertical holds Public Liability Insurance. Participation is at the participant's own risk within the context of the activity and its inherent hazards. GO Vertical does not accept responsibility for risks inherent to the activity that are beyond reasonable control. Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence or any liability that cannot be excluded by law.

11. Photography and Media

Photographs or video may be taken during activities for promotional purposes. Participants must inform staff if they do not wish to be included.

12. Data Protection

GO Vertical processes personal data solely for the purpose of managing bookings, ensuring safety and meeting legal obligations. Data is stored securely and will not be shared except where legally required. Requests regarding personal data should be sent to matt@govertical.co.uk.

13. Governing Law

These Terms and Conditions are governed by the laws of England and Wales and are subject to the exclusive jurisdiction of the English and Welsh courts.