



Op Wall Canopy Experience Booking Conditions

1. What your experience includes

- 1.1. The fee you pay includes provision of all equipment, training and climbing. It does not include any food or drink.
- 1.2. The experience will last around 4 hours (dependent on weather and light) and will culminate in a high-climb into the canopy. In rare circumstances it may not be deemed appropriate for you to carry out this high climb and it may be necessary for the individual concerned to carry out more training during a later session prior to the high climb. CA will make every effort to get you up into the canopy. If you do need further training there will be no extra charge but if you are still not able to climb after a second session you will not be able to complete the experience. In this case we will not be able to offer refunds.

2. Medical declaration

- 2.1. Please ensure that you read the separate medical declaration document carefully (separate link at bottom of on-line booking form). You may be asked to sign a similar form immediately prior to the experience in the field.
- 2.2. If you arrive on the day of your experience and are unable to participate due to any of the medical reasons stated on the form we will not be able to offer a refund. Please contact us if you have any worries about the medical form prior to joining us in the Jungle!

3. Dates and sessions

- 3.1. Due to the nature of logistics on Operation Wallacea expeditions, we are not able to confirm specific dates and times for your canopy experience at the time of booking. Our instructors move around the different camps in Honduras and Indonesia and will ensure that your canopy experience is carried out at a mutually convenient point during your stay.

- 3.2. Please ensure that you provide as much information as possible about the dates and location of your Operation Wallacea Expedition at the time of booking as per the required booking form fields.
- 3.3. In the unlikely event that we are unable to accommodate you in the field due to our own logistical issues that are out of your control you will be offered a full refund.
- 3.4. If the dates of your stay change at any time please inform us and we will do our best to accommodate you. Please give us as much notice as possible of any changes.
- 3.5. We will not be able to provide a refund if your dates change and, despite our best efforts, we are unable to accommodate you in the field.
- 3.6. A refund will not be offered if you do not inform us of schedule changes prior to arrival in country.

4. Cancellation and refunds

- 4.1. You may cancel your experience up to **6 weeks prior** to your expedition dates and receive a full refund.
- 4.2. We are unable to offer refunds after 6 weeks prior to your expedition dates. If you need to cancel within this time we are happy to hold your payment for the following season, reallocate your dates or offer you an equivalent UK experience if available.
- 4.3. We are happy to swap participant names at any times as long as expedition dates and locations are identical. Simply inform us of the change.
- 4.4. If you sustain any personal injury prior to the experience which precludes you from climbing we will offer a full refund.

5. Contact CA

- 5.1. Please email **canopyaccessbookings@yahoo.com** in the first instance.