



TERMS AND CONDITIONS

General Information

Q: When should I arrive for my lesson/session?

A: Please arrive 15-20 minutes early for snowsports activities and 10-15 minutes early for Sno-Tubing and Tobogganing. This allows time to check in and collect equipment/tickets.

Q: What should I wear?

A: For snowsports, please wear long sleeved clothing trousers and gloves. Waterproof clothing may be required if the weather is inclement. For Sno-Tubing and Tobogganing, wear weather-appropriate clothing. All activities require closed-toe shoes.

Q: Can I bring my own equipment?

A: Yes, you can bring your own equipment for snowsports. However, there is no discount for doing so. We are not liable for any damage to your equipment.

Q: What is the weather policy?

A: As we are an outdoor facility, we operate in all weather conditions. We will only cancel activities we decide using our expertise if it is unsafe to do so. Refunds or rearrangements due to weather are not possible unless we are unable to offer the activities.

Snowsports

Q: What are the age and skill level requirements for lessons and open practice?

A: Anyone taking part on a lesson must be booked onto the correct level and appropriate age session. If you have incorrectly booked onto the wrong lesson we may have to end your lesson. We will try to resolve this for you.

Open practice is for Level 4 (skiing) and Level C (snowboarding) and above. Anyone who is not at this level may be asked to leave without a refund, for theirs and other user's safety.

Q: Who can teach on the slopes?

A: Only John Nike Leisuresport instructors are authorised to teach on the slopes.

Q: Where can I practice?

A: Snowsports Open practice must take place on the main slope. The nursery slope is reserved for lessons only

Sno-Tubing and Tobogganing

Q: What are the age requirements for Sno-Tubing and Tobogganing?

A: The minimum age for both activities is 4 years old. Children aged 4-7 must ride with an adult for Tobogganing.

Q: Can I double ride in a Sno-Tube?

A: No, each participant must ride in their own Sno-Tube.

For customers with SEND, please discuss this with the Centre before your visit so that we can advise on the safest way to take part in the activities. Whilst we try to be as inclusive as possible there may be occasions whereby for these and other customers' safety that we can't allow them to participate in the activity.

Refunds and Cancellations

Q: What is your cancellation policy?

A: We have a 48-hour cancellation policy. Cancellations made within 48 hours are non-refundable. Cancellations made more than 48 hours in advance can be credited or refunded with a 20% administration fee.

Q: Can I get a refund due to weather?

A: No, we do not offer refunds or rearrangements due to weather conditions.

Birthday Parties

Q: What is the deposit for a birthday party?

A: A non-refundable deposit of £30 is required to book a party.

Q: What is the minimum and maximum number of guests for a party?

A: The minimum number of guests is 8 and the maximum number at weekends and school holidays is 12. Please check with the centre for larger parties on weekdays.

Q: When should guests arrive for a party?

A: Guests should arrive 15 minutes before the party start time.

Gift Vouchers

Q: Where can I find the terms and conditions for gift vouchers?

A: When purchasing the vouchers on the Gift Pro Website

GIFT VOUCHERS TERMS AND CONDITIONS (PURCHASED THROUGH PARTNER GIFT PRO WEBSITE)

- Gift Vouchers are valid for a year from purchase. The gift voucher expiration date will be stated on them and cannot be used after that date.
- Vouchers cannot be replaced if lost, stolen or destroyed.
- Vouchers cannot be refunded or exchanged for cash or other denominated vouchers.
- Experience Vouchers are set to a specific activity and no change will be given.
- Vouchers cannot be used in conjunction with any special promotions, discount tokens, coupons or cards.
- Vouchers cannot be sold to any third parties without our consent. If we do give our consent then such consent may be subject to any conditions which we impose. In any event you may not sell the Vouchers through the internet without our express written consent, which you must obtain before making any such sale. We reserve the right at all times to refuse to permit any sale of Vouchers by you to a third party.
- Experience Vouchers are valid on the specified activity stated on the voucher only and cannot be used on other activities.

CANCELLATION AND REFUND PROCEDURE

- The purchaser of the voucher is entitled to a 14-day 'cooling off' period provided the gift voucher is returned unused and with the original receipt within 14 days of purchase, after which a full refund will be made. If you need to return/refund a gift voucher, please email info@jnlchatham.co.uk