

Terms & Conditions

In this document the following expressions mean:

- The Business - SphereMania® Ltd.
- The Customer – One or Two riders (Harness Sphering®) One, Two or Three riders (Aqua Sphereing®) Two riders (Eclipse Sphereing®) per roll
- Valid Prepay SphereMania® voucher - A voucher which has been purchased from SphereMania® Ltd. or other Activity providers on the date and time specified.

The SphereMania® voucher is valid for an activity date up to the expiry date (Gift company vouchers may vary,) though the season operates between April-September annually. **The activity must be taken within the season and cannot be used for an activity after its expiry date (so vouchers expiring out of season...September-April...must be used before the end of the previous season.)**

The SphereMania® season generally operates between April and September each year.

The SphereMania® (direct) voucher has to be purchased online or through the SphereMania® Booking Office. All Sphereing® vouchers/experiences/rolls must be paid for in full at the time of purchase.

For refunds, you have the right to return any goods bought directly from SphereMania Ltd within seven days of receipt and a refund will be paid - minus the booking expenses SphereMania® has incurred. There are no refunds available from seven days after booking - this is in relation to direct bookings through SphereMania® Ltd. SphereMania® is not liable for the cost of your postage or pre-booked accommodation/transport costs. All refunds will be made to the person who purchased the voucher/time slot. To request a refund you MUST email or call so we can register the date of your refund request.

On production of a valid prepaid SphereMania® or other Activity provider voucher, the customer reserves the right to **one roll** subject to the following terms and conditions.

The customer **cannot** participate in a SphereMania® roll if they are:-

- Pregnant
- Suffering from migraines / headaches or have ever had whiplash
- Suffering from high blood pressure, any heart condition or epilepsy
- Suffering from, or have ever had, any back or neck problems
- Have ever had any broken bones
- Under the influence of alcohol or drugs
- Undergoing medical treatment or have had an operation within the past twelve months
- Aqua Sphereing® - less than 7 years old or more than 65 years old (Parental consent is required for participants from 7-18 years)
- Harness or Eclipse Sphereing® - under 1.4 metres
- Harness or Eclipse Sphereing® - less than 12 years old or more than 65 years old (Parental consent is required for participants from 12-18 years)

- exceeding 18 stone (NB. max girth 60 ins)

The business judgment of customer weight/height (or any other restriction) is final and may be decided upon by SphereMania® staff on the day of the ride. If you suffer from any other conditions and are in doubt of your participation please contact SphereMania® Ltd.

All participants are required to sign a waiver (disclaimer) This must be signed in front of our staff before you can Sphere. False information could affect the safety and security of the staff and customer and invalidate insurance.

It is the customer's responsibility to arrive at the SphereMania® site at the specified date and time. The directions suggested, are only intended as a guide. The customer must be present at the site address at the correct date and time, using their own navigation. Failure to do so will invalidate your voucher.

On making your booking, if there are fewer than 7days before the event, please be aware that you have 24hrs in which to contact SphereMania to make any amendments.

For all other bookings, you have 7 days from the date of booking to inform us of any amendments. Please contact the booking office on 0844 800 30 45 (Mon-Fri 09:00-17:00) or email bookings@spheremania.com (Mon-Fri 09:00-17:00) to confirm any amendments.

We are sorry but we will be unable to accept any booking amendments outside of these terms.

N.B. If you have purchased the 'Cancellation Cover Scheme' please see the terms below, which are instead of the above points.

The terms of the 'Cancellation Cover Scheme' are as follows :

Our special 'Cancellation Cover Scheme' allows you to transfer to another date, within the voucher expiry date, free of charge, subject to the reason meeting the conditions listed below:

1. The death, accidental bodily injury, illness, compulsory quarantine, redundancy or summoning to court of the insured person.
2. The death, accidental bodily injury, illness of a close relative or business associate of the insured person.
3. Should there be failure of public transport services or the failure of personal transport to deliver the insured person to the site of the event.

All claims must be supported by documentary evidence.

The 'Cancellation Cover Scheme' can be used once only to move a booking.

In the event that a site needs to cancel the activity (adverse weather conditions, health&safety risks etc.) it is the sole responsibility of the customer to contact the SphereMania® Booking Office to rebook. Customers cannot rebook with individual sites and sites will not contact the customer to rebook. The rebooking must be made by the customer within 28 days from the cancelled activity. Rebooking due to site cancellation

can only be actioned by emailing bookings@spheremania.com or calling the SphereMania® Booking Office on 0844 800 30 45 (Mon-Fri 0900-1700) Any requests for rebooking after this time period can not be accepted, sorry.

SphereMania® Ltd. reserves the right to cancel operations or bookings for any reason which may affect the safety and security of the customer or staff. Sphereing® is subject to weather conditions and is most commonly affected by heavy rainfall, high or gale force winds. If the customer is in any doubt about the weather conditions please contact the appropriate SphereMania® site using the contact number received on the confirmation email at the time of booking. This weather-check line number must be called on the day of the event by the customer to confirm the session is going ahead.

SphereMania Ltd. is not responsible for any damage or loss to customer property at the site.

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