

SphereMania® Terms & Conditions

In this document the following expressions mean:

- The Business - SphereMania® Ltd.
- The Customer – One or Two riders (Harness Sphereing®) 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 six months from date of issue (Gift company vouchers may vary.) The season operates between April-September annually (selected sites may offer 'Winter Sphereing®')

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.

(Refunds of goods)

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.

(Refunds of services)

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.

All refunds will be made to the person who purchased the goods/service.

To request a refund you must email headoffice@spheremania.com or fax 0844 800 93 65 or post it to SphereMania Ltd; The Bethel, Tape Street, Cheadle, Staffordshire ST10 1BG to 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 high blood pressure, any heart condition or epilepsy
- suffering from, or have ever had, any back or neck problems
- 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 (Parental consent is required up to the age of 18)
- Harness / Eclipse Sphereing® - under 1.4m
- Harness / Eclipse Sphereing® - less than 12 years old (Parental consent is required up to the age of 18)
- exceeding 18 stone (NB. max girth 60 ins)

All participants are required to sign a Statement of Risk, which must be signed in front of the site staff before you can Sphere. False information could affect the safety and security of the staff and customer and invalidate insurance.

Are you under 18?

If so, we require your Parent's/Guardian's written consent before you take part – the Statement of Risk must be completed on your behalf by your Parent/Guardian, or you will need to provide a letter of consent from him/her.

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.

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.

You reserve the right to make amendments to this booking within 7 working days from the date of placing the booking.

On making your booking with SphereMania® (this includes booking a time slot and paying SphereMania®, or redeeming a gift company or SphereMania® voucher with us) **please be aware that this booking is binding and final if there are fewer than 7 working days prior to the booked event.**

If you chose to purchase the Cancellation Cover Scheme at the point of placing your booking, please find the terms below:

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. Illness preventing participant's attendance
2. 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.
3. The death or illness of a close relative.

All claims must be supported by documentary evidence.

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 0900-1800, Sat 0900-1300)

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. It is the Customer's responsibility to contact the SphereMania® site before setting off for the event, using the contact number received on the confirmation email at the time of booking.

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