



Modern Mountains

Refund and Cancellation Policy

Here at Modern Mountains we understand that sometimes plans change and that it may become necessary to amend or cancel your booking. Full payment is required to secure your booking. Our refund and cancellation policy applies to all our bookings and accompanies our hire Terms & Conditions Policy.

Cancellation by the Customer

All cancellations must be made in writing to Modern Mountains at modernmountainssoftplay@gmail.com. A confirmation email will be sent back acknowledging this and it is important you retain this as proof of cancellation.

The following refunds will apply to all bookings that are cancelled by the customer:

- Cancellation less than 7 days before the event - no refund
- Cancellation less than 21 days before the event - 50% refund
- Cancellation 21 or more full days before the event - full refund

Cancellation due to Weather

If we, Modern Mountains cancel on the grounds of safety due to poor weather conditions that may cause injury the option of a new hire date will be offered. If the customer cancels due to poor weather conditions no refund will be given. The option of a new hire date may be offered at the discretion of Modern Mountains.

Cancellation due to unsuitable surface or size

It is the customers responsibility to measure the size of the area that the equipment will be located. Modern Mountains reserve the right to cancel / refuse the setup if:

- The setup area is of an insufficient size that is likely to cause injury and / or damage to our equipment.
- The surface type is not suitable for appropriate anchorage and / or likely to cause injury or damage to our equipment.
- The ceiling height within indoor venues is not high enough and / or likely to cause injury or damage to our equipment.
- For any other reason that Mountain Mountains believe to be unsafe or cause injury or damage to equipment or venue.

Where we are unable to set up the equipment due to issues relating to insufficient area size, unsuitable surface type or inadequate ceiling height, or when a package is cancelled for the above reasons, no refund will be given.

Cancellation by Modern Mountains - Non weather related

It is very rare for us to have to cancel a booking, but sometimes we are forced to due to circumstances that are beyond our control. Cancellation due to reasons beyond our control (except for weather please see above) a full refund will be processed or an option to move to another hire date will be agreed.