

GENERAL TERMS FOR CONTRACTING:

1- The participant must obey the instructions determined by the activity, avoiding separation from the group. The participant must use all safety elements that are determined in each case.

2- The organization reserves the right of admission and permanence of the participants, being able to exclude them from the excursion for the following reasons: bad behaviour, attitude, producing damages to the environment, sickness, poor physical condition, etc. When the exclusion of the participant is due to improper conduct of the participant or not prior information of the participant's own status, will not be entitled to any refund for unused services.

3- Once the tour begins, the suspension, modification or interruption of the services by passengers for personal reasons of any kind, will not give right to claim or refund.

4- Meteorological conditions and / or reasons of force majeure may force the organization to modify the originally planned duration, route or activities. The company may modify and / or suspend the activity for factors that could affect the participant's safety.

5- The participant must be able to swim as a precondition for aquatic activities and be aware of their physical and psychological limitations according to the contracted activity.

6. During the activity any kind of non-therapeutic drugs are prohibited. The consumption of alcohol will be limited to the amount served by the organizer in case that service is included.

7- Underage participants must submit a written authorization from their parents or guardians to carry out the activities.

8- Knowledge of the risks: The booking of the activity confirms the participant understands that the activities related to outdoor adventure tourism (coasteering, mountain biking, trekking, Rappel, climbing, kayaking, zip line, cliff jumping, caving, speleology, canyoning, deep water soloing, etc.), carry the risk of suffering material damage to their belongings and / or their health. The participant assumes such risks and responsibility for any damage or injury that may be suffered by reason of or on occasion of the contracted activity.

9- Liability: In relation to the activities carried out Rock & Water Mallorca is only responsible, according to the legislation in force in the matter, of the damages suffered by the passenger caused by fault or negligence of the company. Of no way Rock & Water Mallorca is responsible for the damages suffered by the own risk of activities. Rock & Water Mallorca is not responsible for the possible delay in the beginning of the activity or increase of the duration of the activity caused by safety, planning, poor physical level or skills of the participants or any another cause unrelated to Rock & Water Mallorca.

10- Medical Information: the passenger must detail any type of illness, medical problem or special situation (eg Allergies, diabetes, heart problems, surgeries, medical recommendations, etc.), disability, physical impairment or pregnancy that does not allow or it is not advisable to perform activities with physical effort such as swimming in cold water, receiving impacts on the spine, holding or carrying heavy objects such as backpacking, jumping, cycling, etc. You should inform if you take any medication that you should receive in an emergency. You should also inform about any possible phobia: height, water, animals, etc.

BOOKING CONDITIONS:

1- To confirm participation in any activity of Rock&Water Mallorca, you must send us the following information:

- Name of the participants or the name of the responsible person in case of large groups.
- Mobile phone contact
- E-Mail.
- Age.
- Height and weight (for the reserve of neoprene in case of coasteering, sea cave or canyoning)
- Shoe size (for those who book rock climbing or deep water soloing)
- Important information: phobias, injuries, illnesses, allergies, people with disabilities or any important information to the development and safety of the activity.

2- To formalize the reservation, You will need to do a wire transfer for the 50% of the total cost of the activity before the day of the activity. Once the payment is received, we will send you a confirmation of the booking. We also accept the following payment methods:

- Cash
- Wire transfer
- Via Paypal (with an added cost of 4% due to Paypal commissions)

CANCELLATION POLICY:

1-If for any reason customers cancel the activity already paid, Rock&Water Mallorca will proceed to the refund as follows:

- 100% refund if the cancellation is communicated until 7 days ahead of the tour booked. *
- 50% refund if communicated between 7 days and 3 days ahead of the tour booked *
- 0% refund less than 3 days.

* The possible cost of the wire transfer will be deducted from the amount to be refunded.

2-If the activity is canceled by Rock&Water Mallorca due to lack of participants or adverse weather we will propose the following alternatives:

- Alternative activity.
- Postpone the activity.
- Refund free of charge.