

## General terms & Conditions

- Minimum number of participants is 2 people
- Minimum age of participants is described in the description of individual activities
- Sports activity takes place from the guest's approach to the guide at the starting point, until the end of the excursion – returning back to our sports center. Waterfall Freaks is not responsible for any damage incurred outside the expedition.
- In the event of bad weather or other exceptional circumstances, Waterfall Freaks reserves the right to cancel or suspend activity at any time. If Waterfall Freaks cancel the trip before starting, you are entitled to a refund. If the Waterfall Freaks trip is interrupted or shortened during the trip itself due to higher forces (eg weather) and, consequently, for safety reasons, the participant is not entitled to reimbursement of the reservation costs.
- Waterfall Freaks reserves the right to cancel a trip, if the number of participants is less than the minimum.
- In case of cancellation of the activity by the guest, after receiving obligatory equipment for sports activity and in case of a shortened trip due to poor physical fitness of the individual, the participant is not entitled to reimbursement of the reservation costs.
- All gift vouchers and discounts received through our promotion campaign are valid till the date specified on the gift card. If the date is not specified they are valid till end of the current year. The validity of the gift card will not be extended. After this date, the gift card can be used for a 10% discount.
- For a full refund, customers must cancel reservations at least 24 hours before the start of the activity. If a person cancels the trip less than 24 hours before the start, Waterfall Freaks will refund 50% of the amount paid.
- Waterfall Freaks are not responsible for any injuries incurred in contravention of a signed statement or due to disregard of the instructions from Waterfall Freaks.
- Waterfall Freaks does not allow participation in sports activities for pregnant women and people with serious health problems or injuries. All participants have to sign a document called Canyoning safety rules before a trip to the canyon.
- Injuries incurred during the trip must be reported immediately to the authorized person

of Waterfall Freaks. The participant completes the accident report, which he or she is obliged to sign. Waterfall Freaks offer the injured person the appropriate first aid, or escort them to the nearest health facility. Waterfall Freaks will not take into account any injuries reported subsequently or not reported in the Waterfall Freaks sports center.

– Waterfall Freaks do not take any responsibility for lost, stolen or damaged personal items.

– Waterfall Freaks does not provide insurance for customers. It is the customer's responsibility to have it before the start of the tour.

– Waterfall freaks is sister company with Aquactive canyoning Agency s.r.o You can receive a newsletters from both of these companies

– Waterfall Freaks takes photos and videos of all the participants during canyoning and thus reserves the right to use photographs and videos for promotional purposes of Waterfall freaks and Aquactive canyoning Agency.

– Waterfall Freaks reserves the right to charge any damage, theft or loss of rented equipment. The amount is determined in the appraisal process by the company's professional staff.