

ADVISORY

- The booking for a zip tour is for a specific time and date. After the booking, customers are advised to reach out to vendor partner, as per details sent to coordinate on timing.
- Plan to arrive 30 minutes before your zipline tour begins. Unfortunately, late arrivals will not be accommodated. There will be no refunds available in the event if you miss the zip tour.
- We request customers to abide by the decision of the instructor to reject participants deemed unfit for the activity. Since the decision will be made by the expert for your safety, we appreciate your cooperation.
- It is open to all ages. There is a height requirement of 1.4m (4'7").
- Weight limit 115kg.
- It is strictly forbidden to use alcohol or drugs before or during the Activities. Intoxicated persons will be denied entry.
- Due to the risks associated with pregnancy, we regret that pregnant women are not permitted to participate in the Activities.
- Those with pre-existing medical conditions (for example, asthma, vertigo, high blood pressure, joint / muscle / heart problems) must consult their physician before participating; if they choose to participate, they must do so while providing the site manager with a copy of the Existing Medical Condition form. Admission is at the sole discretion of vendor partner.
- A parent or guardian must sign the disclaimer for any child under the age of 18
- A parent or guardian must also accompany any child under 16 yrs on the zipline at all times on the tour. The zip tour will be done independently by the child and the parent/ guardian.
- The Standard Risk Acknowledgement and Disclaimer form must be signed by all
 participants before their departure. The Disclaimer form must be signed by the parents
 or guardians of all children under 18 years of age. No child can participate without
 parental or guardian consent.
- For children accompanied by a supervising adult who is not their parent or guardian, a
 hard copy of the Disclaimer minor accompanied by non-parent form- must be
 completed and signed at the time of the tour.
- It is essential that you pay close attention to the instructors' advice.
- The activities usually consist of trekking up one or more hills or between landing and launch points, followed by zip lines that can be extremely challenging, sometimes in extreme heat.
- In certain weather conditions, the Zip line cannot work (high winds, low visibility, electrical storms, etc.). In this instance, we will reschedule your booking.
- Smoking on premises is strictly prohibited.

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- Avoid wearing short shirts or tops as waist covering is necessary to fit the harness comfortably. Avoid wearing skirts or saris. Open-toe sandals, slip-on shoes or high heels are not recommended.
- Each zipline tour takes approximately **45-90 minutes**. There will be around 20 minutes of hiking up the hill to Zip 1 and 20 minutes of safety briefing. There will be short walks between the zip lines and few breaks.
- It is best to consume light snacks before arrival.
- Although activity site office provides storage facilities for personal belongings, this remains the customer's responsibility.

PREP - WEAR, CARRY, FITNESS

- Trainers/ Boots/ Hiking shoes
- Pants or shorts
- Long shirts or tops covering waist
- Weather appropriate clothes
- Sun hat
- Hair bands

CANCELLATION POLICY

- Rs. 500 cancellation charge- If cancelled before 48 hours of scheduled date
- **No Refund** If cancelled within 48 hours of scheduled date

 If participants are deemed unfit by instructor or refuse to go through with the experience at site, no refund will be applicable.

PAYMENT POLICY

100% at the time of booking.