

# LET LOOSE! REFUND POLICY



**Let loose! have a strict “No refunds” policy so PLEASE be 100% sure before you make your booking.**

When you buy goods or services from Let Loose! you have rights as a consumer.

These include the right to claim a refund where the goods are faulty or unavailable. If you have booked the 'High Ropes Course' or Big Leap & Super Slide but the weather is deemed unsuitable for the outdoor section to be open, you can still take part in the 'High & Low Ropes Combi Indoor Only' and instead of the Big Leap & Super Slide you will be offered one of the following instead: Indoor Climbing/Roller Skating/Go Carts instead. If your booking is for someone either too small or too heavy to do the course or activity you have booked you will be given a refund. Park Entry will be deducted if you choose to stay in the Park.

Please be aware that proof of purchase (e.g. receipt, booking reference email) must be provided for any exchanges/refunds. If proof of purchase cannot be provided, then no exchange/refund will be given. Let Loose! may issue you with a Credit Note in the form of a Gift Voucher at our discretion.

Your statutory rights remain unaffected.

Thank you,  
Team Let Loose