

Kila World Booking Terms and Conditions

General Issues

- 1.1. These Booking Terms & Conditions apply to the booking of any Kila World Activities.
- 1.2. These Booking Terms & Conditions contain important information concerning participation by you and members of your group and accordingly, you acknowledge and agree that you shall ensure that all members of your group are aware of and accept these Booking Terms and Conditions.
- 1.3. No variation to these Booking Terms & Conditions shall be binding unless agreed in writing by Kila World.
- 1.4. Any typographical clerical or other error or omission in any booking confirmation or other documentation issued by Kila World (including any electronic documentation) shall be subject to correction without any liability on the part of Kila World.

Booking Confirmation

- 2.1. No booking shall be deemed to have been accepted unless accepted in writing by Kila World (which shall include email/receipt confirmation of booking).
- 2.2. These Booking Terms and Conditions incorporate Kila World Privacy Policy, Risk Acknowledgement and Disclaimer.
- 2.3. You must advise Kila World within 24hours of any mistake in your Kila World booking confirmation.
- 2.4. Kila World shall use its reasonable endeavours to ensure that you and your group's participation commences at the time booked and it shall be the responsibility of each client to ensure that they arrive in sufficient time. Late arrivals may not be permitted to undertake the Activities and no refunds or compensation will be payable in such circumstances.

Price and Payments

Subject to any terms agreed in writing between Kila World and you, our charges shall be calculated at our current rates. A deposit of 50% of the total is due at the time of booking. Payment of the balance is due immediately prior to the start of the Activity. For Credit/Debit card payments please call +679 3317454. We do not accept cheques unless prior approval has been made from Kila world management.

Cancellation Policy

1. You shall be entitled to cancel your booking subject to Kila World receiving your request for cancellation 24 hours before the booked start time. Any requests for cancellation must be made by contacting the telephone booking line: **+679 3317454**. You shall be entitled to a full refund in the event of cancellation under this clause.
2. In the event that Kila World decides to cancel your booking it shall use its reasonable endeavours to notify you as soon as possible. You shall be entitled to a full refund of your deposit or rebook in the event of cancellation under this clause but no other compensation shall be payable.
3. In the event that it proves necessary to close the Activities for reasons beyond the control of Kila World and in circumstances where your group has participated in the Activities, your group shall not be entitled to any refund but will be offered a credit voucher for 50% of the value of your booking.

Refunds and Amendments

1. Payments made by debit or credit card will be refunded to the same card or, if the card has subsequently expired, by cheque. Payments made by Gift Voucher will be refunded by the issuing of a replacement Gift Voucher to the same value.
2. Where multiple forms of payment are used, Kila World reserves the right to refund any monies due on a deposit refund or amendment by credit voucher or cheque.