



The Snow Centre, Manchester
TraffordCity SnowCentre Limited,
7 Trafford Way,
Trafford Park,
Stretford,
Manchester,
M417JA

Booking Terms and Conditions:

The Snow Centre Manchester, reserves the right to ask you or your party to leave the Main Slope, Snow Park or any places associated in the building if you are deemed not to be able to meet the Minimum Recreational Standard or if we feel that you or any of your party are intoxicated by drink or drugs or behaving in an inappropriate manner on site.

Should you or any of your party be asked to leave, there will be no refund or transfer given.

- 1.** To confirm a booking, the booking form must be signed and returned by email; groups-MCR@thesnowcentre.com or posted to Corporate Groups Department, The Snow Centre Manchester, Traffordcity SnowCentre Limited, 7 Trafford Way, Trafford Park, Stretford, Manchester, M417JA. A confirmation email and invoice will then be sent to the named contact within 2 working days.
- 2.** The named contact must be authorised to make the booking on behalf of the organisation and is responsible for all members of the group, including when participating in all activities within The Snow Centre building. The named contact must be at least 18 years old when the booking is made and will be legally liable for the booking.
- 3.** By agreeing to the booking terms and conditions the named contact confirms all participants meet age, height or ability/skill requirements for the above activities and understands when taking part in snow activities that there is a potential risk of injury to members of the group. All members of the group will follow instruction or safety guidance for the activities above. The Snow Centre does not advise any members of the group who are pregnant or medically deemed as high risk to use the cold side facility.
- 4.** All guests are required to wear suitable winter clothing, gloves and sensible footwear on the snow. All members of the group must wear a helmet for all snow activities; these are available free of charge in the changing village. Clothing, hired on the day must be paid for on the day of visit.
- 5.** Please arrive at least 30 mins prior to your first activity. We will be unable to honour your booking if you arrive more than 15 mins late for your activity and no refunds or amendments will be made in this instance.
- 6.** Full payment must be made at least 14 days prior to the event date. If payment is not received prior to the visit, you will be denied entry. If booking within 7 days of the event date, you must pay the full balance on confirmation of the booking by card payment over the phone. The named contact is responsible for sharing all invoice(s) with the named organisations Accounts or Finance department.



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7. The named contact is responsible to raise and attach a purchase order reference to the booking form. Purchase orders must be raised and added to the booking form on its return with an expected BACS payment run date.

8. The above sessions have only been provisioned for your group; the sessions are still available for general public to book. Availability for the above time can change.

9. Cancellation Policy - We will accept cancellations in writing up to 30 days prior to your event date. We will only accept notification of a cancellation in writing to groups-MCR@thesnowcentre.com. If the cancellation is made within 30 days of the event date, the full balance will be due for payment. We do not offer credit or refunds.

10. Any amendment to the date or reduction in numbers, must be made at least 30 days prior to the event date. No negative amendments to the booking numbers or a change in date can be made within 30 days of the event date. We will only accept amendments in writing to groups-MCR@thesnowcentre.com. We do not accept negative changes in numbers on the day and do not offer credit or refunds for a reduction in numbers.

11. No-Show Policy - Groups that do not show up for the reservation on the day without prior written notice of a cancellation within the 30 day terms, shall be subject to the No-Show Policy and will be expected to pay the full balance of the event. This debt may be collected via a third-party debt collection company with additional admin costs.

12. We do not offer refunds or credit to be used at an alternative time, therefore if you are unable to attend the venue and have given less than 30 days' notice, you will be expected to pay the full remaining balance of the booking and by signing this document, agree to do so.

13. The Snow Centre Management reserve the right to refuse, cancel or change any booking or event at any time prior to its commencement and to refuse admission to the event or centre if they see fit. You will be contacted prior to the event date and a resolution offered.

14. The Snow Centre will not be liable for any other expenditure incurred or loss sustained by the booker arising from the cancellation.

15. There is no entitlement to a refund where The Snow Centre is forced to cancel part or all of an event due to reasons beyond our reasonable control. However, refunds may be given at The Snow Centre's discretion.