

Adventure Policies

Cancellation

If you absolutely must cancel, call (205)-913-7899.

- If you cancel at **least 7 days prior** to your tour date, you will receive a full refund.
- If you cancel **within 7 days** of the tour date, you will receive a refund of 50% of the amounts paid.
- “Day of” cancellations and “no shows” **will forfeit** all amounts paid and are unable to reschedule the tour.
- To reschedule a tour, you must call at least **24 hours prior** to your scheduled tour time (72 hours for special group bookings).
- Running late for your check in time? Contact us at (205)-913-7899. We cannot guarantee you will be able to experience the tour or the full time of the tour. Your party will be considered “no shows” if you arrive too late to participate in your tour.

Tours will run, rain or shine. Unless you are called and informed of a cancellation on our part, assume the tour is still happening. No refund will be given if you do not receive a call from RMP cancelling.

Tour times may be delayed if a weather system pops up and is expected to pass through quickly, but they will run! **Contact us at (205) 913-7899** if you wish to confirm a tour.

Weather

The safety of our guests is paramount, and tours will not run in severe weather such as thunderstorms, high winds or temperatures 32 degrees or below. Tours will be rescheduled or refunded if we cancel your tour. However, tours will run in light rain and after a storm has passed. Weather may delay the start of a tour, but unless the weather is severe and expected to be so for an extended period, the tours will not be cancelled.

Keep in mind that bad weather where you are does not necessarily mean bad weather at the Park.

Unless you are called and informed of a cancellation on our part, assume your tour is a go. No refund will be given if your party is a no show.

“No Go” Policy

Please understand that there are **no refunds or reschedules** for guests who are unable to complete their chosen course. This is an aerial obstacle course designed to help confront and overcome fears while providing thrills and fun. Parents know their children best. Please consider what this activity is and how your child might react to heights and challenges **before** purchasing a ticket.

Should you discover that a course is too much for you, you may opt out of completing it. However, please keep in mind that by booking your course you took the slot of another paying guest. The guides scheduled for your course still have to be paid. As such, you will still be charged for your course. Thanks for your understanding of our “no go” policy.

Rights of Refusal

We want your experience to be fun and we will do everything that we can to allow you access to a tour. However, we also want you to be safe. For this reason, Red Mountain Park reserves the right to refuse access to the tours to anyone. If it is determined that a guest's participation on a course would compromise their safety, the staff's safety, or the safety of other participants, they will be denied access to the tour. Being under the influence of drugs or alcohol, demonstrating the inability to understand the rules, failing to obey the rules, being found to be over the weight limit, or determining a physical inability to do a tour are some, but not necessarily all, of the reasons a guest may be denied tour access. Red Mountain Park staff will have the final say on any participant going out or continuing on a tour. No refund is available to those refused access to the tour.