



Refund Policy

Treetop Explorer, LLC reserves the right to cancel a scheduled climb event, class, or workshop due to weather forecast, current weather conditions, ground conditions, or other concerns related to safety.

Since tree climbing is an exciting outdoor activity and body temperatures rise when climbing, participants typically enjoy climbing even when weather conditions may be less than favorable, yet not to a level that results in cancellation of the climb, class, or workshop. (e.g. cold temperatures or periodic drizzle)

Each participant has a different level of tolerance for certain weather conditions, so please consider the typical weather for your area given the time of year a climb/class/workshop is scheduled before you register. Participants are advised to dress in layers and bring outerwear appropriate for expected weather conditions.

Weather is variable regardless the time of year; therefore, should the forecasted weather cause concern for your comfort and level of enjoyment, please refer to the information below regarding your options for refund.

If you have a conflict arise that prevents you from attending a climb, class, or workshop that you have already registered for, please refer to the information below regarding your options for refund.

REC CLIMBS

Rec Climbs are offered through municipal Park/Recreation Departments. Registration and collection of fees is handled entirely by the host community. Contact the appropriate Rec Department regarding their refund policy.

TREETOP CLIMBS

Treetop Climbs are climb events offered directly through Treetop Explorer, LLC. (e.g. Open Climbs, Girl Scout Open Climbs, Open-Advanced Climbs, Adult Climbs)

If YOU need to cancel your registration prior to the start of your scheduled climb, you may:

- Transfer your registration to another Treetop Climb offering with available spots, or
- Request a TE coupon/gift card for 100% of your Registration Fee (redeemable for Treetop Climbs, Classes, or merchandise), or
- Request refund of Registration Fee minus 5% processing fees.

If TREETOP EXPLORER cancels your climb, you may:

- Transfer your registration to another Treetop Climb offering with available spots, or
- Request TE gift card/coupon or refund for 100% of your Registration Fee.

PRIVATE CLIMBS

Private Climbs are set up and contracted directly between yourself or your group and Treetop Explorer, LLC. These events typically involve a Deposit payable to secure the date, with the remaining balance not due until the day of your climb event. If your climb is cancelled for any reason prior to the start of your scheduled event:

We will work with you to find a reschedule date for your climb.

- Your paid deposit will apply to the rescheduled climb.

If we are not able to find a reschedule date within the following 12 months, you may:

- Convert 100% of your deposit funds to a coupon/gift card, for future purchases directly through Treetop Explorer, LLC (e.g. Treetop Climbs or Classes, merchandise, etc.), or
- Request refund of paid deposit minus 5% processing fees and \$40.00 permit fee*.
(*Should we get approval for permit fee refund, the permit fee funds will refunded to you.)

CLASSES & WORKSHOPS

If your class is cancelled or if YOU need to cancel your registration prior to the start of class, you may:

- Transfer your registration to another Class/Workshop offering with available spots, or
- Request a TE coupon/gift card for 100% of your Registration Fee (redeemable at TreetopExplorer.com), or
- Request refund of Registration Fee minus 5% processing fees.