



Climb Event Cancellation Policy

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

Since weather and other conditions beyond our control have the potential to reduce the amount of time registrants can climb during a climb event, we may determine the need to cancel a climb at any time. Conditions immediately prior to and following a climb may be cause for cancellation should they threaten the safety of our staff during the time we need to prepare for or clean up after a climb (e.g. forecast of heavy rain or storms).

Given the inconsistency with weather forecasts, we typically do not make the call for cancellation until the day of the event. We typically make the call for cancellation **2-3 hours prior to the start of a climb**.

Once we make the decision to cancel a climb due to climber safety issues posed from weather or other conditions, we will contact the registrants using the information provided at registration; email and/or phone.

Examples of weather conditions that may be cause for cancellation:

- 1- Thunder and/or Lightning – When we hear thunder or see lightning, all climbers will return to the ground and be instructed to seek appropriate shelter. Climbers will not be placed back on rope until approximately 15 minutes after the last rumble is heard and radar shows the system has cleared the area. Weather forecasts indicating a high potential for thunder/lightning in the immediate vicinity of the climbing area may be cause for cancellation prior to climb event.
- 2- High Winds – Cancellation due to high wind speeds is based on considerations of wind speed, expected gusts, and characteristics of the tree or park where the climb is located. In general, forecasted sustained windspeed exceeding 20mph will typically be cause for cancellation due to climber safety concerns. Maximum wind speed tolerated may be lower in some locations. Weather forecasts indicating a high potential for excessive wind speeds may be cause for cancellation prior to climb event.
- 3- Precipitation – Light rain and snow by themselves are not necessarily a safety issue or cause for cancellation. Rain, snow, and low temperatures do not pose a significant safety concern in regard to the climbing equipment. Foot traffic on super-saturated soils can cause damage to the park area or injury to the tree's root system. A judgement call is made, taking into consideration intensity of expected precipitation, air temperature, and the ground conditions beneath the tree.

Should weather conditions develop during a climb in progress which cause concern for climber safety, delays or cancellations will be implemented by Treetop Explorer, LLC without prior notice.

Weather is variable regardless the time of year. Should the forecasted weather cause concern for your comfort yet not require cancellation due to safety concerns:

- REC CLIMBS are subject to the host Organization/Recreation Department's cancellation & refund policies. Refer to their policies regarding the ability to cancel, change, or request refund of your registration fees. (Many do not allow day-of cancellation/refund)
- TREETOP EXPLORER hosted events - contact us at least 3 hours prior to the start of your climb to discuss options for transferring to another climb, receiving a credit for future use, or refund of your registration fee.

CANCELLED CLIMBS:

REC CLIMBS (offered through municipal Park/Recreation Departments) – Cancelled climbs may be rescheduled for a later date. If a registrant is unavailable for the rescheduled date or if there isn't a make-up climb scheduled, the organization handling the registration will communicate refund/credit options according to their internal policy.

TREETOP EXPLORER CLIMBS – offered directly through Treetop Explorer, LLC (Open, Open-Advanced, Adult, and Girl Scout Open climbs). Refer to Treetop Explorer Refund Policy.

PRIVATE/GROUP EVENTS - client can cancel based on weather conditions related to your guests' comfort. If cancelled for any reason, refer to Treetop Explorer Refund Policy.