

Cancellation Policy

Climbing · Canyoning · Trekking in Tenerife, Canary Islands

1. CANCELLATION BY THE PARTICIPANT

Cancellations notified at least 48 hours before the scheduled start time of the activity will be entitled to a full refund of the amounts paid.

Cancellations notified less than 48 hours in advance will not be entitled to any refund.

Failure by the participant to show up will be treated as a late cancellation and will therefore not be entitled to a refund.

2. DELAYS

A participant's late arrival may prevent them from joining the activity if this compromises the safety or organisation of the group.

In such cases, no refund will apply.

3. CANCELLATION DUE TO WEATHER OR SAFETY REASONS

Tenerife Rock & Nature may modify, postpone or cancel any activity when circumstances arise that could compromise the safety of participants, including but not limited to:

- Adverse weather conditions.
- Risk of rockfall.
- Official alerts.
- Access closures.
- Wildfires.
- Any unforeseeable circumstance that advises suspension of the activity.

In these cases, the participant may choose between:

- Rescheduling the activity to another available date.
- Requesting a full refund of the amounts paid.