

BOOKING TERMS AND CONDITIONS

1. Payment Details

A 20% NON-REFUNDABLE deposit is required by bank transfer or card payment upon booking. The remainder is to be paid no later than 60 days in advance of the start date. Failure to pay the balance on time may result in your booking being cancelled.

2. Sending Payment

When sending payment, the total received by our bank must equal the full amount invoiced. Any bank costs arising from foreign transfers must be borne by you.

3. Cancellation Terms and Conditions

In the event of you cancelling for any reason, refunds will be offered as follows:

- 8 or more weeks before start date – full refund **minus non-refundable deposit**
 - 6–8 weeks before – 50% refund
 - 4–6 weeks before – 25% refund
 - Less than 4 weeks before – no refund
- Your trip insurance must include cancellation and curtailment. Cancellation by the guide will result in a 100% refund to the client (including the deposit). Bookings are not confirmed until the deposit is received.

4. Insurance

By booking, you confirm you have adequate insurance covering cancellation and curtailment, as well as foreign rescue, medical treatment, and repatriation for Alpine courses.

5. Risk and Participation

Mountain environments are inherently dangerous. Good judgment reduces—but cannot eliminate—risks such as avalanches, rock/ice fall, or severe weather. If you are unwilling to accept these risks, please do not book. This aligns with the British Mountaineering Council's Participation statement.

6. Guide Discretion

The guide reserves the right to exclude anyone whose fitness, technique, health, or conduct endangers the group or prevents success. No refunds will be given for exclusions at the guide's discretion.

7. Itinerary Flexibility

Course routes and itineraries are indicative. The guide may alter plans based on weather, conditions, or client ability.

8. Guide–Client Ratios

Team-to-client ratios may vary due to staff absence or illness, so long as safety guidelines are met (e.g., IFMGA, BMG, national authorities).

9. On-Trip Changes

Once underway, the guide may change routes, objectives, or activities if continuing as planned presents an unacceptable risk.

10. Pre-Start Changes

Dates, durations, or accommodations may change before the course begins. You will be notified as soon as we are aware.

11. Authority of Course Director

Signing the booking form implies full acceptance of the Course Director's authority regarding group safety and welfare. This may include requiring individuals to leave the course without refund under certain circumstances (e.g. health, illegal act, risk to self/group).

12. Visa & Travel Advice

Non-UK nationals must follow their government's advice on travel. Booking conditions will not be waived unless aligned with UK government recommendations.

13. Early Departure

Clients leaving a course early for any reason are not entitled to a refund, unless agreed by the guide.

14. Force Majeure

We are not liable for issues arising from strikes, wars, sickness, quarantine, government action, airline failures, or adverse weather.

15. Food Standards

European and mountain-hut catering can be basic. Special diets (e.g. Vegan, Gluten-Free) may not always be accommodated.

16. Price Variations

Prices are based on current costs and exchange rates. They may change without notice. You may cancel without penalty if surcharges exceed 10% of the course cost.

17. Governing Law

These terms are governed by English law.

18. Acceptance

Booking implies you have read, understood, and agree to abide by these conditions.