

# Booking Conditions



- i. In these conditions **Mountain Services** means anyone employed or subcontracted by **Mountain Services**. Event means a bespoke day, course, guided walk or any other activity provided by **Mountain Services**. An enquiry is not considered a Booking until the Event has been paid for. The **Client** means the person making the Booking, anyone they represent or anyone in their party covered by the Booking.
- ii. Under 18's must be accompanied by a parent or legal guardian throughout the event to be able to participate.
- iii. Events must be paid for by the **Client** in full at the time of booking unless expressly agreed by **Mountain Services** in writing. Bookings cancelled within 4 weeks of the Event will receive a 50% refund. Bookings cancelled within 2 weeks of the Event will not receive a refund.
- iv. In the event that **Mountain Services** must cancel an Event before the intended Event date **you** will receive a full refund for the event fee. We will always try to offer an alternative if possible. We will not be held responsible to other losses (Accommodation, fuel costs, food etc) occurred to the cancellation of the event. We recommend **you** take out cancellation and curtailment insurance.
- v. **Clients** should be aware that normal holiday/travel insurance *may* not cover the activities undertaken with **Mountain Services** it is the **clients** responsibility to ensure they have adequate insurance cover. We recommend (but are not recompensed by) BMC Insurance & Snowcard.
- vi. **Mountain Services** reserve the right not to accept a **Client** Booking. If this occurs a full refund will be issued.
- vii. **Mountain Services** reserves the right to vary walks or events from the specification set out in the Confirmation. This is most likely to be a weather dependent action. We will aim to keep an event as true to the booking as possible.
- viii. All bookings are made on the understanding that **Clients** will observe the instructions provided by **Mountain Services**. To ignore these instructions, **you** do so at your own risk. The word of the instructor/ leader/ guide is final.
- ix. **Mountain Services** reserve the right to exclude **Clients** from an event if they are not adequately prepared, not fit enough or their actions will put at risk their own, other clients or the instructor's safety. We also reserve the right to exclude a **client** if their attitude is aggressive or offensive.
- x. **Mountain Services** accept no responsibility for **Clients'** personal property that may be lost or damaged during the event. This includes property left in the leaders car during an event.
- xi. Participation in adventurous activities entails some risk of injury and death. All staff employed by **Mountain Services** are trained and appropriately qualified to run courses and will at all times proceed in a manner to limit the risk of injury. However, **Clients** must be aware, and accept, that accidents and injuries can happen.
- xii. **Mountain Services** responsibility for you on the event begins at the designated Meet Point on your event itinerary. **Mountain Services** takes no responsibility for getting you to the beginning of the event. Should you leave a during an event either through your own decision, or at the request of **Mountain Services** (see viii) then **Mountain Services** responsibility for you ends at that point.
- xiii. From time to time **Mountain Services** may use pictures of **Clients** for marketing, promotional, training or other company related purposes. Unless the **Client** specifically informs us prior to the event that they do not wish us to use images of them then it will be assumed the **Client** agrees to this use. **Mountain Services** will remove any picture from our materials (where it is possible or reasonable to do so) upon receipt of a written request from a **Client** regardless of any prior acceptance.
- xiv. By completing the booking **you** consent to your contact information being held by us. This information will not be passed on to third parties. **Your** information, and that of your emergency contact will however be passed on to the staff running the event. **Mountain Services** will use **your** personal information to keep in touch by newsletter and email.
- xv. By confirming a booking, **you** are agreeing to the above Terms and Conditions.
- xvi. The terms and conditions of all agreements made with **Mountain Services** shall be subject to, and governed by, English Law alone. Any disputes or claims are to be decided by the English courts, and subject to English Law alone.



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