



Terms & Conditions (version August 2017)

Booking & payment

All bookings must be made through our booking form. A deposit equalling 30% of the (maximum) advertised trip cost is required to complete the booking. The deposit is non-refundable if the booking is cancelled by the participant (see the cancellation section). The remaining balance is due once the trip has been confirmed and no later than 28 days prior to the start of the trip. Failure to do so can lead to your booking being cancelled with the loss of the deposit. A booking is secured once the deposit and booking form is confirmed and a notification of receipt has been sent. All payments should be made by bank transfer (i.e. internet banking) to the IBAN bank number on the booking form. Other forms of payment can be arranged upon request, however may include additional charges.

The elements included in the trip prices will be made clear in advance. These may refer to pre-trip travel, in-trip travel, accommodation, food and drink, and the use of equipment. If you are uncertain about the inclusion of any aspect of the trip, it is your responsibility to contact Mountain Mission regarding these aspects.

Cancellation

If a participant chooses to cancel more than 28 days before the trip takes place, the paid deposit will be forfeited and not repaid. If a participant cancels 14-28 days before the trip, 50% of the total (maximum) trip fees will be returned, providing full payment has been made. Cancellation 14 days or less before the starting date of the trip will result in no repayment of paid fees. We recommend you take out appropriate cancellation insurance to cover this.

In the event that a participant does not show on the first day of a trip without prior warning and consultation with Mountain Mission, the entire trip is deemed to be forfeited without repayment of trip fees.

Some trips require a minimum number of participants in order to be viable. Until a trip has been confirmed to commence by Mountain Mission, there is no guarantee that the trip will take place. If we cancel the trip because of insufficient numbers, you will be offered a full refund, or the offer of an equivalent trip on a different date. Registered participants will be informed of this no later than 14 days in advance. We cannot be held liable for additional costs you may have incurred (e.g. accommodation, transport) and strongly recommend that you take out appropriate holiday / travel insurance.

We reserve the right to cancel a trip because of circumstances out with our control, for example but not limited to: weather, snow conditions, land management restrictions. If we cancel a trip, you will be offered a full refund, or the offer of an equivalent trip on a different date.

We reserve the right to refuse your participation if the leader deems your level of fitness, or your clothing and equipment, is unsuitable for the trip, or if you appear to be under the influence of alcohol or drugs or otherwise behaving inappropriately. This will be treated as cancellation by you, and no refund will be given in these circumstances.

All cancellations must be in writing or by email.



Insurance

Please note that although you will be guided by a mountain leader or mountain guide with appropriate qualifications or experience, hillwalking can involve a risk of injury. You need to accept an element of risk exists and you are advised to take out appropriate insurance. We strongly recommend that you take out appropriate holiday / travel insurance, to cover cancellation and delay, death, injury, loss or damage to personal belongings, liability to third parties. The policy should include trekking and mountain activities.

Start and end of trip

Please ensure you are at the agreed meeting point by the agreed time. If you are running late then please contact us, and we will do our best to accommodate the delay, but this will be at your risk and not at the inconvenience of other clients. The starting and ending place and times of the trip will be communicated in advance to allow you to make your pre-trip travel arrangements. Normally the start and end location of a trip will be the same.

Failure to show at the meeting location at the agreed time without notice of delay may be treated as a cancellation of the booking on your behalf without reimbursement of trip fees. If you wish to meet a specific schedule, e.g. for onward travel, please notify us before the start of the trip, however we cannot guarantee to be finished by a specific time, and will not be liable for any additional costs incurred.

Fitness, experience & medical conditions

Please ensure you have an appropriate level of fitness relevant for the trip. If in any doubt, please ask beforehand. It is unfair on the rest of the group if the trip has to be curtailed because one of the group has overstated their fitness.

Please let us know in advance of any disabilities, medical conditions or allergies which may affect your abilities during the trip. We cannot be held responsible for not considering any such conditions if not informed of in advance.

Liability

The Mountaineering Scotland participation statement states that climbing and mountaineering are activities with a danger of personal injury or death. Participants in these activities should be aware of and accept these risks and be responsible for their own actions and involvement.

We therefore accept no liability for the death or injury of any participant in any of our trips, nor for any loss or damage to property, unless caused by the proven negligence. Participants are only allowed to participate on a trip with the understanding that mountain walking and outdoors activities are potentially hazardous activities and also understand that mountain walking and outdoors activities can involve a risk of injury and even death, and that these activities are voluntarily undertaken in using equipment and facilities with the knowledge of the dangers involved. If a participant chooses not to take advice, or to disregard any advice so given, they do so voluntarily and accept liability for all resulting injuries or damage.

Dry clothes or footwear may be left in our vehicles or at the accommodation to change into, however this is at your own risk. Inherent to outdoor adventures is the possibility that your clothing or equipment may suffer some damage. Equally you may experience minor injury (scratches, grazes, twisted ankles etc.) and these minor injuries and property damage are sometimes an unavoidable outcome of these type outdoor activities.



Final activity and choice of routes

The choice of routes for all trips is at the discretion of the trip leader. No guarantee can be given that we will reach a specific location or summit, and timings given can therefore only be approximate. Your leader will assess the group and weather conditions and may make appropriate changes on the day if required. This may involve a change of venue, curtailing a walk in poor weather, or extending your day if conditions and group fitness allow. We reserve the right to withdraw or modify at any time arrangements advertised. At all times, your leader will attempt to perform the trip as faithfully as is reasonably possible. At all times, safe performance of the trip is considered before completing the itinerary at any cost. The Leader's decision is always final in this context.

Photographs & image rights

Photographs taken by us on our trips may be used on our website or other promotional material. If you do not wish to be photographed, please inform the leader. If you would like photographs which you have taken to be used, please email them to us; you will be credited and you will retain copyright.

Use of equipment

Whilst carrying or using equipment supplied by Mountain Mission, you are responsible for costs for the loss or damage to this equipment. This is usually covered by your personal liability insurance, which is recommended.

You will need your general hillwalking gear appropriate to the time of year and conditions. Should you turn up without the appropriate gear, your guide may refuse to take you onto the hills. If you wish to borrow some equipment, let us know in advance. We however cannot guarantee the availability of all gear. Advice is given on matters such as equipment selection, medical and fitness requirements but it remains the responsibility of the individual to make such necessary arrangements as advised.

Data Protection Policy

In order to process your booking and to ensure that your travel arrangements run smoothly and meet your requirements we need to use the information you provide us such as name, address and any special requirements, such as those relating to any disability or medical condition that may affect your holiday arrangements.

We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass on information to relevant suppliers of your holiday arrangements such as hotels, transportation companies etc. The information may also be provided to security or credit checking companies, public authorities such as customs/immigration if required by them or as required by law. We will not, however, pass any information on to any person not responsible for any part of your holiday arrangements. In making the booking with us, you consent to this information being passed on to the relevant persons.

Additional Terms and Conditions relating to wilderness camping trips

All trips which include wilderness camping are self-contained. The group carries everything it needs (tents, sleeping bags, food, cooking equipment and fuel, etc.), and you will be expected to carry your fair share. There are no washing facilities and (with the exception of one or two particular bothies) there are no toilet facilities for the duration of the trip, other than what we arrange ourselves. The leader is not the sherpa, porter or cook.



Please ensure you are able to carry an expedition rucksack (around 15 kg, depending on personal items) for several hours each day.

If you book as an individual, you may be expected to share a tent with another individual of the same gender.