



## Booking Conditions

### Terms & Conditions

- 1.1 The proposed programme of activities will be confirmed by receipt of a completed booking form either by e-mail or post. Not by telephone
- 1.2 Places can only be reserved by paying a deposit / booking fee. The amount will be agreed in advance which may be paid by direct credit / electronic banking (BACS) or by cheques payable to Acclimatize. Please ask for account information if choosing to pay by direct credit method. Notification of payment will be made by telephone or e-mail but usually by written invoice / receipt.
- 1.2a We also have the facility to take credit and debit card payments by phone or by calling in at the office.
- 1.3 The balance of the fees are payable at latest on the day of the activity for private tuition, guidance, NGB courses. Larger organisations may be invoiced against a purchase order or by arrangement giving 14 days from the completion of the course to pay the outstanding balance. Purchase orders should arrive before the start of the course.
- 1.4 Before making any booking we recommend you contact Acclimatize to discuss your requirements.
- 1.5 Outdoor activities are inherently dangerous and the risk of serious injury or death cannot be completely eliminated. Acclimatize takes every care to ensure the safety of both clients and staff and to minimise risk. Acclimatize has an excellent safety record; however participants should be aware of the risks involved and should take responsibility for their own actions.
- 1.6 Acclimatize will not take responsibility for any uninsured losses or damage to personal property on or during any activity.

### Cancellation by clients,

- 2.1 All cancellations must be made in writing.
- 2.2 Cancellations more than 2 months prior to the start of the activity will receive a full refund. In the event of cancellation less than 2 months before the start date, Acclimatize will try to resell the dates and allocate tutors alternative work and refund any deposit less admin cost - 20% of overall cost.
- 2.3 In the event of Acclimatize not being able to resell the dates or re allocate work to tutors the deposit will be retained.
- 2.4 Under certain circumstances dates may be changed and deposits or full payments may be held in credit in respect of future alternative dates.
- 2.5 A postponement is ultimately a cancellation and a re-booking.
- 2.6 Any cancellation or change to numbers less than 14 days prior to commencing the course, then full payment will be pursued.

### Cancellation by Acclimatize.

In the unlikely event of this occurring we will:

- 3.1 Offer a total refund of any monies paid.
- 3.2 Offer alternative dates.
- 3.3 Make arrangements with another provider on your behalf.

### Minimum numbers contract:

- 4.1 Party leaders are advised to collect funds from their groups in good time to allow changes given the terms above. We advise that when booking you book for a guaranteed number of places.
- 4.2 If numbers increase you may advise us in writing or by email and we will supply additional staff and resources as required. This increase will reflect in the final invoice accordingly.
- 4.3 Should numbers reduce from the original booking the organisation will be expected to cover any loss of income to Acclimatize. This policy will be strictly enforced to cover any loss we incur in respect to employment contracts with our staff.

We reserve the right to either cancel outright or remove individuals from any course at any time due to inappropriate behaviour, suspicion of participants being under the influence of alcohol or drugs, lack of suitable clothing, uncompleted consent forms or lack of group supervision by accompanying staff.

### Deliberate misuse & neglect of equipment

Any losses or damage caused to equipment by the wilful actions of an individual will be invoiced to the body or organisation booking activities on that persons behalf.

### Exceptional circumstances

In circumstances where cancellation may be necessary such as extreme weather conditions, flooding effecting caves and potholes, rivers rising, fire risk on moorland areas or access restrictions placed on the public such as foot and mouth in 2001. Or industrial action effecting flights and ferries for overseas expeditions a fair solution will be agreed between parties. Personal insurance against cancellation is recommended.

**It's the experience that makes the difference!**



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