

## **Terms & Conditions of Booking**

There are situations that may arise that require your course to be cancelled or amended. I ask you to read through these terms and conditions because they set out how any cancellations will be dealt with, from either you or us. We strongly recommend that you take out cancellation insurance to cover your booking.

These apply to every person booked onto a course. If booking on behalf of a third party you accept these terms on their behalf, so it is important that you make them aware.

### **1. FEES**

- 1.1. All places will be confirmed once a completed booking form and 50% deposit has been submitted by all clients.
- 1.2. The deposit is 50% of the total course fee and is payable up to 4 weeks (28 days) prior to the commencement of your course. In the event that the deposit is not paid we reserve the right to treat the booking as cancelled by the client and re-sell the course.
- 1.3. Full payment is required 4 weeks (28 days) before the course begins.

### **2. CANCELLATION BY THE CLIENT**

- 2.1. All cancellations must be in writing by email. Please inform us as soon as possible.
- 2.2. In the event of cancellation the following fees apply:
  - 2.2.1. 57+ days before your course commences - €200 admin fee
  - 2.2.2. 29-56 days before your course commences - 50% of the total fee
  - 2.2.3. 0-28 days before your course commences - 100% of the total fee
- 2.3. We strongly recommend taking out cancellation insurance to cover any costs incurred.

### **3. CANCELLATION BY MCKEEVER MOUNTAIN GUIDING**

- 3.1. Whilst every attempt is made to ensure that courses run, you will be notified of any cancellation as soon as possible where we believe on reasonable grounds that cancellation is necessary due to dangerous and/or unsuitable conditions for the course activity.
- 3.2. In the event of cancellation clients will be offered the choice of the following options:
  - 3.2.1. Full refund of the course fee paid
  - 3.2.2. A course on alternative dates

### **4. RESCHEDULING BY THE CLIENT**

- 4.1. If you wish to reschedule your dates this will incur a €200 rescheduling fee

### **5. SAFETY & PARTICIPATION**

- 5.1. Whilst we ensure a high professional standard of guiding, instruction, care and safety, all our clients must be aware that participation in mountain activities involves an acceptance of risk and of responsibility for the consequences of one's own actions.
- 5.2. Mountaineering, even when undertaken with Guides, Instructors and Leaders is an adventure pursuit with high levels of uncertainty and potential risk. No specific element of an advertised service can be guaranteed with certainty in these environments.
- 5.3. When engaging the services of McKeever Mountain Guiding, you are hiring a Guide, Instructor or Leader for their expertise and not for the guaranteed successful outcome with respect to a specific objective, route or summit. The Guide, Instructor or Leader will do their very best to ensure success with respect to those specific objectives, however, this cannot be guaranteed as safety is always the overriding priority. If it is clear from the outset that the advertised or primary objective is not feasible on the grounds of safety, then an alternative objective will be offered for the same date(s).
- 5.4. It is your responsibility to make us aware of any medical information that might affect your participation during the trip. This information is strictly confidential and will only be disclosed to your Guide, Instructor or Leader.
- 5.5. Our Guides, Instructors and Leaders reserve the right to exclude any member from participating in planned mountain activities if he/she/they might endanger the success or safety of the rest of the party through lack of fitness, ill-health or dangerous technique, or is believed to be under the influence of drugs or alcohol. We can make no refunds of fees paid to members so excluded.
- 5.6. Any members of our courses who act in contravention of the decisions or advice of their Guide, Instructor or Leader, or who undertake independent mountaineering activities during the course period forfeit all professional protection and duty of care from the Guide, Instructor or Leader.

## **6. INSURANCE & LOSS**

- 6.1. Our courses do not include any personal accident or cancellation insurance. We recommend that you take out your own policy. We accept no responsibility in respect to loss or damage of personal property.
- 6.2. You must have adequate medical and rescue insurance for your trip, including helicopter rescue and repatriation.
- 6.3. Insurance for injury, death, loss of earnings etc is strongly recommended.
- 6.4. McKeever Mountain Guiding is insured by Tiroler Versicherung V.a.G and therefore any legal case heard against McKeever Mountain Guiding will be heard in an Austrian court of law.

## **7. EQUIPMENT**

- 7.1. It is your responsibility to take care of any equipment on loan or hire during the course. We reserve the right to claim full equipment costs due to loss or damage.