

# Walk Snowdonia Terms & Conditions

**Please read these Terms & Conditions carefully.**

It is recommended that clients take out personal Accident and Cancellation Insurance.

## **1. Statement of Risk:**

1.1 - The British Mountaineering Council Participation Statement say that: *“The BMC recognises 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.”*

1.2 - Walk Snowdonia reserves the right to cancel or modify any activity if it believes there to be unacceptable risk attached in offering such an activity to the public. Walk Snowdonia’s decision is at its sole discretion.

## **2. Statement of Physical Ability:**

2.1 - You should ensure that you or the person undertaking the activity has an adequate level of fitness and a certain level of confidence, in order to take part in the activity that you wish to book.

2.2 - Walk Snowdonia reserves the right to cancel or modify your activity or booking if your / their physical ability puts you / theirs, other customers, the general public or staff at adverse risk. If you have any concerns about this please contact Walk Snowdonia before your activity and discuss it with our instructors on the day.

## **3. Statement of Client Responsibility**

3.1 - Clients will be sent an event itinerary and kit list before the activity.

3.2 - If the client is not adequately prepared with the personal items listed on the kit list to the instructor's satisfaction, we reserve the right to exclude the client from the activity with no refund given.

3.3 - Walk Snowdonia’s responsibility for the client begins at the Designated Meeting Point on their event itinerary.

3.4 - Walk Snowdonia takes no responsibility for getting clients to the Designated Meeting Point.

3.5 - All clients must arrive at the Designated Meeting Point on their Event Itinerary at the specified time.

3.6 - Failure to be at the Designated Meeting Point at the scheduled time will not entitle clients to a refund.

3.7 - In addition, there will be no compensation paid for any lost expenses

#### **4. Data Protection:**

4.1 - Personal details will be stored and used by Walk Snowdonia to send you important information on matters relating to our activities and events.

4.2 - Your information will not be shared with other organisations or used for any other purpose without your consent.

4.3 - The participants' contact details will not be sold or passed to further third parties.

4.4 - Walk Snowdonia will occasionally take photos of participants for publicity, including use on our own website [www.walksnowdonia.co.uk](http://www.walksnowdonia.co.uk) and on social media. If you do not wish for the participant(s) to be photographed, please inform us in writing..

#### **5. Changes to itinerary**

5.1 - All of our activities are subject to changes.

5.2 - Your itinerary, routes or mountain objectives may be altered or changed for any reason. This is most likely to be, but is not limited to, weather, the physical fitness and ability of participants or an accident. Therefore, minor alterations to the itinerary are common. This applies to all activities, including those that have a specific mountain or route as their objective.

5.3 - At all times, we will attempt to perform the activity as faithfully as is reasonably possible. Safe undertaking of the activity is our primary concern.

5.4 - The Instructor's decision is always final.

5.5 - If your activity is changed before or during the event no refund will be given.

## **6. Booking:**

6.1 - All bookings must be reserved online, via email or by telephone.

6.2 - In the case of a deposit being taken, full payment must be made 30 days prior to the course start date.

6.3 - In the event that the course fee is not paid in full, Walk Snowdonia has the right to refuse you to participate in the activity or event.

6.4 - Any booking amendments must be made in writing 14 days or more before the activity start date and will be subject to our cancellation policy.

6.5 - Amendments are only permitted subject to availability and at the discretion of Walk Snowdonia.

6.6 - Most activities require a minimum of 3 people to successfully run, if this number hasn't been met then Walk Snowdonia will issue credit to be used on another activity.

## **7. Cancellations:**

7.1 - Cancellations must be made in writing via email or letter.

7.2 - If you wish to cancel your booking or amend your booking *within* 14 days of your activity start date, you will not be entitled to any refund or credit.

7.3 - If you cancel *outside* of the 14 days prior to your activity starting, you will be given the opportunity to either re-book onto any other activity running at a later date; given credit to be used on any other future activities.

7.4 - In the event of a cancellation by Walk Snowdonia due to unsuitable conditions or forces outside of Walk Snowdonia control customers will be offered the following:

- Chance to re-book onto another activity of the same price of your choice
- Credit to be used on any future activities

7.5 - If Walk Snowdonia cancels an activity because of factors within our reasonable control, we will offer a full refund.