

White Marmotte Terms & Conditions

All bookings are made subject to the White Marmotte (hereinafter 'White Marmotte', 'We', 'Us' or 'Our') terms and conditions specified in this document.

1) Booking Procedure

By booking with White Marmotte all guests agree to be bound by these terms and conditions. It is the responsibility of each guest to read and understand the terms and conditions, and to ask questions to clarify if necessary. Bookings can be made via email or by telephone. A booking is confirmed and a contract entered into once the 'Booking Confirmation Email' has been dispatched.

2) Payment

On booking with us, a non-refundable deposit is required to secure your place, this is generally 20% of the trip cost, but varies by trip and will be explicitly stated prior to confirmation. The balance is due 8 weeks before your trip. If bookings are made within 8 weeks of the trip start date, then the full balance is payable on confirmation. If we do not receive your full balance in time, we reserve the right to treat your booking as cancelled by you, and will be subject to the Cancellation Policy set out in clause 4.

3) Minimum numbers

We reserve the right to cancel a trip if the minimum numbers required to run have not been reached. Once the minimum number has been reached, you will be informed that the trip is guaranteed to run. **Please do not book flights or travel until you have received confirmation that the trip is guaranteed to run.**

4) Cancellation Policy

Cancellation by you

If you need to cancel your booking, you may do so at any time subject to the following cancellation charges:

- More than 8 weeks: deposit will not be refunded, but all other monies will be returned to you.
- 4-8 weeks: we will refund 50% of the cost of the trip
- Less than 4 week: no refund will be issued.

Cancellation by us

In the unlikely event that we have to cancel a trip, we reserve the right to do so. However we will not cancel a confirmed trip within 8 weeks of the trip departure unless we have not received your payment in full, or because we are forced to do so due to unforeseeable circumstances beyond our control. Where the trip is cancelled for a reason other than your default in payment, we will refund all monies paid including the deposit. The exception to this is where circumstances amounting to 'Force Majeure' – unavoidable, unforeseeable and unusual circumstances beyond our control, occur. In such circumstances we will refund any monies not already paid to our suppliers. This is the limit of our liability to you, so please ensure your travel insurance covers you for such events (see Clause 10 Insurance)

5) Transferring to Another Trip

If you wish to transfer to a different trip after your booking has been confirmed, you must inform us as soon as possible. We will try to accommodate any requested changes, however we cannot guarantee that this will always be possible. In cases where we cannot make the transfer, you will have the choice of either continuing with the original scheduled trip, or cancelling subject to the cancellation policy listed in Clause 4.

6) Alterations

Trips may be altered by White Marmotte due to external factors such as (but not limited to) hazardous or extreme weather, safety considerations or other factors beyond the control of White Marmotte. In such cases, we reserve the right to alter the trip schedule, activity or location, while staying as close as possible to the intended itinerary as safety allows. If the alteration is significant, and is made prior to the trip start, you will be offered the choice of proceeding with the updated schedule, or a full refund. If a significant alteration occurs after the start of the trip you will be offered the option of continuing with the altered course, or a refund in proportion to the amount of the trip that has changed, for example 50% refund will be offered if the second day only of a 2 day trip is significantly altered.

7) Medical Conditions and Fitness

Any guest with a medical or non-medical condition that may affect the guest themselves, their safety or the safety of other guests is obliged to provide White Marmotte with full details prior to confirmation. If you do not give full details, your booking may be cancelled and no refund will be due. We will do our best to accommodate a condition, however unfortunately it is not always possible to do so, and in this event, we will not be able to confirm your booking.

By their nature, mountain trips are strenuous and require some degree of fitness and technical ability. We aim to describe the physical and technical requirements for any trip as accurately as possible, however it is up to you to ensure that the trip is suitable for your own level. If you are in any doubt, please contact us to discuss this prior to booking. If you are unable to keep up with the group, your leader may, at their sole discretion, ask you to miss certain sections or days. In such cases, no compensation will be offered, and we will not be liable for any additional costs incurred as a result of this.

8) Your Responsibilities

You agree that you will conduct yourself safely and in a manner which does not compromise the safety and enjoyment of other guests, or of the trip leader. You will act with reasonable courtesy to other guests, White Marmotte staff, and all others encountered during the course of the trip. You accept full responsibility for any damage or loss caused by you or your party. Anyone deemed by the trip leader to be acting in a disruptive, threatening or prejudicial manner will be asked to leave the trip, without any liability on White Marmotte.

You will come suitably prepared with the kit and equipment appropriate to the trip you are on. Prior to the trip, you will be sent a kit list. It is your responsibility to make sure you are in possession of everything on the list. If you have any trouble with this, please inform us prior to booking. We reserve the right to curtail, postpone or cancel your activities without compensation, if you are not suitably equipped.

9) Personal Risk

All trips are run by qualified leaders, who are responsible for the safe running of the trip. However, in choosing mountain activities, you recognise that there are inherent risks and hazards associated with these activities, which may pose the risk of potential injury or even death. By booking with us, you accept and understand these risks, and you agree that you are responsible for your own actions and involvement in these activities. If you

choose to engage in independent activities which are not part of the trip, you agree that you undertake these entirely at your own risk.

10) Travel Insurance

It is a condition of booking that all guests have adequate insurance. This should cover such events as personal injury, illness, accident risk, medical expenses and rescue & evacuation including helicopter rescue, however this list is not exhaustive and it is your responsibility to ensure that your insurance covers the activities you will be participating in. We strongly recommend that you also take out insurance to cover baggage and personal items loss and damage, and to cover the costs should you need to cancel the trip with less than 8 weeks until departure. On booking, you will be asked to provide your insurance provider and policy. This must be submitted prior to joining the trip. If you cannot provide your leader with your insurance details, you will be refused permission to take part in the trip, and no refund will be given.

11) Privacy Policy

White Marmotte are committed to protecting your personal data. We will pass on your personal details to third party suppliers where it is necessary to provide the appropriate level of service for your trip. We will not use or pass on your data to a third party for any other reason, except as required by law.

12) Complaints

Any complaints arising should be made firstly to the trip leader. In the event that you feel that your complaint has not been appropriately dealt with, you must notify us in writing within 4 weeks of the end of your holiday.

13) Liability

White Marmotte are not liable for any personal injury, death, damage to property or other loss, whether arising from accident, cancellations, delays, flight changes or any other matters beyond our control.

14) Promotional Images

By making the booking, you authorise White Marmotte to use any images of you that are taken on the tour for promotional material of any kind, including publication in brochures and on the internet.