



Booking Terms and Conditions **Mountain and Expedition Emergency Medicine (MEEM)**

1. All bookings are made with Mountain and Expedition Emergency Medicine. Karen & Mike Greene: 10 Burton Road, Kendal LA97JA.
2. We only accept bookings from persons over the age of 18, at the time of booking.
3. Once MEEM has accepted your booking, you have agreed to the terms and conditions of the booking. These terms and conditions form an integral part of your contract with us.
4. Unless stated otherwise, your booking must be accompanied with a deposit of 25% per person per course booked, or if booked within 56 days (8 weeks) of the course start date by the full payment. When we receive your booking application, you will be sent a confirmation email. Once we have received payment and checked all information contained within your booking application, we will accept your booking. You will then be sent further information about the current status of your event.
5. We will store and process your personal information securely and in line with our Privacy Policy which can be viewed on our website.
6. Email and PDF attachments are our primary contact method, so you must provide us with a valid email address. You must also ensure that our email address: mountainandexpeditionemergencymedicine@outlook.com is added to your safe senders list, as we cannot be held liable for communication problems caused by personal firewalls, spam filtering systems, or your inability to open attached email documents.
7. Balance of payment is due 56 days (8 weeks) prior to the course start date. We prefer you to pay full balance by a direct bank transfer. If full payment is not received by this date, we reserve the right to cancel your booking, without refund.
8. We suggest that you take out an insurance policy that covers you for cancellation, should you be unable to attend the event, for any reason.
9. If you wish to cancel you must notify us in writing, where upon the following charges will be applied, from the date we receive your notice of cancellation:
 - More than 8 weeks (56 days) before start date – loss of deposit.
 - 4 - 8 weeks (28-56 days) before start date – 50% of course fee.
 - Less than 4 weeks (28 days) before start date – full course fee.

10. We reserve the right to cancel any course due to insufficient numbers, or transfer bookings between courses to make numbers viable. In either event, clients will be informed of our decision as soon as possible and not less than 21 days before start date. You will be offered either a free transfer, a full refund, or a mutually agreed alternative program. You must inform us, as soon as possible, which you choose to accept.

11. In the event of tutor injury or illness, we will endeavour to find replacement tutor. In the event that we cannot find a replacement for the event, you may choose to use the accommodation portion of your trip and receive a refund for tutor fees, cancel your trip with a full refund, or accept a mutually agreed alternative event.

We will attempt to refund any monies due within 30 working days.

12. We do not provide any transport to, from or during the event. All transport must be provided by attendees. We do not accept any responsibility for changes to travel arrangements that you make in order to join your trip or course. We accept no financial liability that may arise from any enforced change to your travel plans due to any alteration of the trip or course dates, the itinerary or its cancellation, howsoever caused. You are advised to book transferable, refundable travel tickets with no penalties should a cancellation be necessary.

13. At the discretion of the course director, tutor ratios may be varied from the stated ratio to cover eventualities such as staff absence or change of itinerary.

14. Whilst we maintain high professional standards of client care and safety, you must realise and accept that mountaineering carries a danger of personal injury or rarely death, as they take place in remote and hazardous mountain terrain. All clients must be aware of and accept these risks and be responsible for their own actions and involvement in such activities. You must read and agree to our Safety Policy and Participation Statement.

15. All information contained within our website, social media channels and other publicity is for guidance only. Whilst making every effort to ensure accuracy, we cannot be responsible for any inaccuracies or alterations beyond our control. Should any changes occur, clients will be notified before a booking is accepted.

16. Although we adhere to planned itineraries wherever possible, changes may occur due to external factors beyond our control. In particular, the tutor has total discretion to alter programs at any time in the interests of client safety and current mountain or weather conditions.

17. By booking you agree to abide by instructions and decisions made by the tutor regarding individuals and the group as a whole. Our tutors reserve the right to exclude individuals from a planned activity on the grounds of health, safety or the success and enjoyment of the rest of the party. Any individuals so excluded are not entitled to a refund. Any individual contravening the decisions or advice of their tutor, or undertaking independent mountain activities during the course shall forfeit all protection and duty of care from the tutor.

18. If you have a complaint about the tutoring or other services you receive during your event, you must notify ourselves or the tutor involved as soon as possible, in order to give us the opportunity to put things right. None of our tutors have authority to promise refunds or compensation on behalf of MEEM. Only Karen & Mike Greene are authorised to make such decisions.

19. Film & photography: By participating in the event, you consent to being photographed and/or filmed, in the context of the event. If you do NOT wish to be filmed or photographed, you must let us know BEFORE the start of the event. MEEM has the right to use these images for the purpose

of marketing on the website and on social media. You agree to allow us to use such footage free of charge.