



### **Booking terms**

Booking terms between Mountain Guide Travel and our Guests. We refer to you as a Guest rather than Clients as it better fits the way we look at the relation between us as mountain guides and you as our customer. More like guests at a hotel, rather than clients at a law firm. Mountain Guide Travel will also be referred to as "We" and the Guest as "You" or "Your" in these booking terms.

### **Age**

On all our trips and courses the minimum age is 18 years. An exception can be made if participating together with a parent or another adult with acceptance from parents and from us.

### **Cancellation by Mountain Guide Travel**

Mountain Guide Travel has the right to cancel a trip or course if the number of guests is lower than the minimum specified on our web site.

We also have the right to cancel the trip or course if the mountain guide gets ill and we can't find another guide. Guests on a canceled trip will primarily be rebooked to another date. If rebooking cannot be done all payment will be returned to you.

### **Booking and payment**

After you placed your booking you will receive a booking confirmation by e-mail. You need to place full payment or a 6000sek/ 600€ deposit within 14 days from your booking to the account given in the booking confirmation.

Your balance payment is due 60 days before your course start date. If a booking is placed within 60 days of the course start you need to place your full payment within 7 days of your booking. Booking closer than 14 days can only be placed after a written agreement with us.

### **Cancellation by You**

Cancellation must be made by email to [info@mountainguide.se](mailto:info@mountainguide.se) and be confirmed by us.

The following charges will apply:

- a. 60 days or more before your start date - loss of 10% of the full course fee;
- b. between 59 and 30 days before your start date - loss of 50% of the full course fee;
- c. less than 30 days before the start date - loss of full course fee, no refund.

### **Insurance**

All our guests must have insurance cover for mountain rescue and medical costs. This cover is not provided by normal travel or home insurance.

Swedish residents may obtain full mountaineering insurance cover from Swedish Climbing Association ([www.klatterforbundet.com](http://www.klatterforbundet.com))

UK residents may obtain full mountaineering insurance cover from Snowcard ([www.snowcard.co.uk](http://www.snowcard.co.uk)) or BMC ([www.thebmc.co.uk](http://www.thebmc.co.uk))

Other nationalities by joining Austrian Alpine Club ([www.aacuk.uk.com](http://www.aacuk.uk.com))

### **Force majeure**

The participant has no right to compensation or reimbursement if the error is the participant's fault or in exceptional / unavoidable events of significance force majeure. Exceptional and unavoidable events that are beyond the organizer's control are, for example: serious security problems such as war, terrorism, serious illness / outbreak of pandemics, natural disasters or sudden political or legal action (such as changes in airspace, entry requirements, over which the organizer has no influence).