

General Terms and Conditions

1 FEES AND BOOKING

1.1. All courses are exempt of VAT.

1.2 All places must be reserved by us receiving a 50% deposit and accepting a booking.

1.3 The remaining balance of the fee is payable 5 weeks prior to the commencement of the course. In the event that the remaining balance is not paid we will have the discretion to treat the booking as cancelled by the client and re-sell the course place.

1.4 The whole course fee is required to reserve a place for any booking made within 5 weeks of the commencement of the course.

1.5 All bookings are taken at the discretion of Mountain Independence, we reserve the right to refuse a booking if individuals do not meet prerequisites for a course. If you are unsure as to your suitability please contact us. We don't want to create barriers to the outdoors for people and are very accommodating, but equally we need to balance other clients experience and enjoyment on open courses.

1.6 Mountain Training Qualification courses such as Climbing Wall Instructor, Rock Climbing Instructor and Mountain Leader training and assessment qualifications require candidates to be registered with Mountain Training for the respective awards and have evidence in their Mountain Training Digital Logbook they have the prerequisites to attend. Mountain Independence reserves the right to cancel bookings if the criteria is not met.

2 CANCELLATION BY CLIENT

2.1 All cancellations must be in writing, either by post or email.

2.2 Mountain Independence once notified by letter or email of the cancellation will use its best endeavours to re-sell the course place(s).

2.3 In the event that the course is resold prior to the commencement of the course, the client will receive a full refund less 10% of the course fee to cover administration costs such as paypal fees.

2.4 In the event that the course is not resold prior to the commencement of the course, the client will be charged the following cancellation fees:-

2.4.1 50% of the total paid where cancellation takes place up to 4 weeks prior to the commencement of the course; or

2.4.2 75% of the total course fee where cancellation takes place less than 3 weeks before the commencement of the course; or

2.4.3 100% of the total course fee where cancellation takes place within the final 2 weeks before the commencement of the course.

2.5 Mountain Training Qualification courses such as Climbing Wall Instructor, Rock Climbing Instructor and Mountain Leader training and assessment qualifications are all required by Mountain Training to have minimum numbers of candidates to actually run and be accredited. As such in respect of these courses Mountain Independence do not offer any refunds. Everyone participating in these courses puts a lot of time, work, commitment and money to further their development and careers and as such we expect all clients booking on these courses to be equally committed. It is up to the discretion of Mountain Independence as to whether substitutions are acceptable in terms of the substituted candidates experience required to be on the course. Having said all this, we appreciate sometimes life gets in the way, if for any reason you cannot attend a Mountain Training qualification course please get in touch with us asap and we'll see what we can do to help.

3 AMENDMENTS

3.1 Substitution of the original client for another can be made provided at least 2 weeks notice is given by the original client to the company and the substituting client satisfies the requirements of the course.

3.2 All substitutions must be made with the consent of the company with both the substituted and substituting client being jointly and severally liable for the total course fee as well as an administrative cost of £25.00 per course/substitution.

3.3 A client may apply, in writing, to change course or course dates as long as the original booking is more than 5 weeks from the date of the request. The new course must be one that appears on our website or is in the current brochure. An administrative charge of £25.00 is payable at the time of change.

3.4 Any requests to change course or course dates within the 4 week period will be dealt with under the terms and conditions relating to cancellation by the client set out in clause 2.

3.5 The amendments 3.1 - 3.4 do not apply with respect to Mountain Training Qualification courses automatically, please contact us - decisions taken on a case by case basis.

4 CANCELLATION BY MOUNTAIN INDEPENDENCE.

4.1 Whilst every attempt is made to ensure that advertised courses actually run, Stuart Lade (Mountain Independence) will notify the client of cancellation as soon as practicable where it believes on reasonable grounds that cancellation is necessary due to dangerous and/or unsuitable conditions for the course activity.

4.2 Mountain Independence shall notify the client of cancellation as soon as practicable before the commencement of the course where numbers as a result of client(s) cancellation fail to reach a workable minimum for a course to run viably.

4.3 Cancellation by Mountain Independence does not affect a client's right to a refund of reasonable travel costs that he/she may have incurred prior to the cancellation.

4.4 In the event of cancellation clients will be offered the choice of the following options:-

4.4.1 Full refund of the course fee paid;

4.4.2 Another course on different dates.

