

Booking terms & conditions

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Below are the details of the terms and conditions of the OutBreak Adventure Holidays booking agreement. Please read them carefully. When you make a booking and we accept it, a legally binding contract is made. When you fill in our online booking form, you (and any other person on whose behalf you book) agree to accept all of these conditions. You acknowledge that you have read the relevant trip information, and that you and your party are fully aware of the information regarding the difficulty level (Peaks grading) of your specific holiday.

You also warrant that the information given by you on the booking form is complete and true. A contract will exist once we issue you with booking confirmation. This contract is made on the terms of these booking conditions; any disputes arising from this contract are to be decided by the English courts, unless the customer chooses Scotland or Northern Ireland.

Holiday price

We reserve the right to alter the prices of any of the holidays shown in our brochure and/or on our website. You will be advised of the current price of the holiday that you wish to book at time of enquiry.

Enquiry and provisional reservation

You can enquire about our holidays at any time by calling us, emailing us or using the online enquiry form on our website. Please state which holiday you are interested in, your group size, and your preferred dates.

We will then check if space is available and if this is the case, make a provisional reservation for you. We will contact you to inform you and we will provide a link to our detailed online booking form. We aim to do this within 48 hours of receiving the enquiry. Please note that we cannot guarantee your space until the booking has been confirmed as explained below.

Confirming your booking

You then have seven days to confirm your booking. To do this, first, complete all fields of the detailed on-line booking form and then submit it. You will then be sent payment information and you should then make a deposit payment of 90 GBP per person, or the full payment, if there is less than eight weeks until the start of your holiday. Your holiday is not confirmed until the booking form has been completed fully, with relevant details for all members of your party, and your deposit or full payment is paid and a booking confirmation has been issued by us. If we do not receive your deposit or full payment within one week of receiving your booking form, we may cancel your space.

Full payment

The full balance must then be paid at least eight weeks before the start of the holiday. Failure to do so may result in the cancellation of your holiday and the loss of your deposit.

Making your deposit and full payments

Deposit and full payment can be made by cheque, bank transfer, credit/debit card or Paypal. Cheques should be made payable to 'OutBreak Adventure Holidays Limited' and sent to the address given to you during the booking process. British national bank transfers and international bank transfers are also available and our account details will be provided during the booking process.

For credit/debit card and PayPal payments, we will issue you with an on-line invoice within three days of receiving your booking form. The invoice will direct you to the PayPal web site, where you can either pay securely using your credit/debit card (this does not require a PayPal account) or using your PayPal account. All credit/debit card and Paypal payments attract a 3% surcharge due to fees incurred by us.

Confirmation

A contract shall exist between you, the group leader and OutBreak Adventure Holidays, once your deposit has been received by us and we have sent you a Booking Confirmation for your holiday. This usually happens within one week of receiving your booking form and deposit.

Cancellation by you

If you or any member of your party needs to cancel their holiday once it has been confirmed, the group leader is responsible for informing us in writing at the earliest opportunity. In this instance, the following cancellation fees apply, depending on the number of days between the start of your holiday and the date from which written notice of cancellation is received by us:

More than 56 days	Deposit payment
29 to 56 days	60% of full payment
28 days or less	100% of full payment

Note that your travel insurance may cover cancellation under certain circumstances.

Travel problems

This contract only covers activities and services as described in our marketing material. Other than certain airport transfers, we do not provide transport, and it is your entire responsibility to provide travel arrangements for your trip out to your holiday and back home. Should your flight be cancelled, or should other travel related incidents occur that stops you from coming on your holiday, we will not be held responsible and no refund of the cost of your holiday will be due. It is your responsibility to ensure your travel insurance covers you in this eventuality.

Transfers

Our transfer service is at an additional charge and only applies to designated arrival and departure points on designated days and during designated times. Please refer to the individual holiday information for more details.

If you require pick-up or drop-off from a different place, or outside of our designated windows, additional costs may apply. Please contact us before arranging travel. We strongly advise you to await confirmation of your booking before confirming your travel arrangements.

If your arrival is significantly delayed due to delays with your travel carriers, we request that you inform us by calling the number provided in the pre-holiday information. Delays which mean that arrival is outside of our designated travel times may incur additional costs.

Changes by us

It is in the nature of a holiday of this kind that arrangements and participants have to be flexible. The day-to-day agenda and ultimate goal of the trip are taken as aims and not as contractual obligations. It is a necessary condition of your joining any of our advertised holidays that you accept this flexibility.

It may sometimes be necessary for us to make alterations to the holiday as detailed in our marketing material and booking form, before or after your booking has been confirmed. We may have to change your accommodation to one of the same or better standard. We reserve the right to do so at our absolute discretion. If it is necessary for us to make a significant change to the holiday we will inform you as soon as possible. You will then have the choice to accept the changes as notified to you, or to cancel your holiday and receive a full refund. In such circumstances we reserve the right

to offer a discount. If accepted by you, the value of the discount will be refunded to you. No further compensation will be payable by us.

Cancellation by us

We reserve the right in any circumstances to cancel your holiday. For example, if the minimum number of three people is not reached for your holiday departure. We will not cancel your holiday within four weeks of the start date of your holiday, unless you have not paid in full or as a result of circumstances beyond our control.

In the unlikely event that we have to cancel your holiday, you will be offered an alternative holiday or a full refund of the holiday cost. We will provide compensation for your travel costs of up to a maximum 100 GBP per person. We do not accept responsibility, nor will we provide compensation for any other costs incurred in relation to your holiday.

Hazardous activities, your ability, and guide authority

Our holidays contain elements that comprise a certain amount of risk. These include risk of slipping, tripping and falling, risks related to the weather such as exposure, heat stroke and lightning and other risks due to the mountain environment. The consequences may be injury or death. Our guides are fully qualified and sufficiently experienced to judge and deal with these risks in an adequate manner and will inform all guests of the risks at the start of the holiday. As a guest, it is your responsibility to inform the guide of any specific conditions (medical or otherwise) that applies to you and that the guide should be aware of. You are also expected to make your own judgements regarding your ability and inform the guide whenever you think you have reached your limit.

The decision of the leader as to the conduct, itinerary and objectives of our trips is final. If, in the opinion of the guide, your level of fitness is substantially below the level required for a particular trip, in such a way that the rest of the group is seriously held up or put at risk, or if the guide considers your general wellbeing will be put at risk by continuing with the holiday, you may be asked to leave the trip without the right to any refund for unused services. We strongly advise you to consider the difficulty grading given to your chosen holiday on your chosen dates when making your booking.

Optional activities

Optional activities (e.g. rest day activities) that you may choose to book or pay for whilst you are on a holiday are not part of your package holiday provided by us. For any optional activities your contract will be with the operator of that activity. We are not responsible for the provision of that activity or for anything that happens during the course of it's provision by the operator.

Your insurance cover

It is essential that you have adequate travel insurance for all activities you wish to partake in during your holiday. Please note that you may want to consider additional optional activities on the rest day. If you are unsure whether you are covered for these activities, check with your travel insurance provider. We will ask for your insurance and next of kin details on the first day of your holiday as this may significantly speed up the process in the unlikely event of an accident.

Our insurance cover

OutBreak Adventure Holidays have public liability insurance and all our guides also hold third party liability cover.

Passports, visas, and immigration requirements

Your specific passport and visa requirements, and other immigration requirements are your responsibility and you should confirm these with the relevant Embassies and/or Consulates. We do not accept any responsibility if you cannot travel because you have not complied with any passport, visa or immigration requirements.

Children between 12 and 18 years of age

Most of our holidays are suited to children over 12 years of age in company with a parent or guardian, who are entirely responsible for their children's behaviour, ability and safety. If, in the opinion of the guide, the level of fitness of your child is substantially below the level required for a particular trip, in such a way that the rest of the group is seriously help up or put at risk, or if the guide considers its general wellbeing will be put at risk by continuing with the holiday, you may be asked to leave the trip with your child without the right to any refund for unused services.

Families with children under 12 years of age

Certain weeks are dedicated family weeks, where we welcome families with children of any age, although certain activities may have a minimum age limit.

Dietary requirements

Please advise us of any specific dietary requirements at the time of booking and we will endeavour to cater for any specific requirements as long as we are notified in advance. We do not cater for dietary preferences.

Staff rest days

During some of our holidays, there is a staff rest day, generally the Wednesday. The only meal provided on the rest day is breakfast. Guiding may not be provided on the rest day, but on some of our holidays, we help organising additional activities (which may be at an extra charge).

Solo travellers

Single travellers make up a large proportion of our bookings and as a rule it is not possible for us to offer single room occupancy. We have no single supplements for solo travellers, but we do ask that they share with another guest of the same sex. Guaranteed single occupancy of a room may be available on request at the time of booking and at an extra charge.

Complaints

If you have a problem during your holiday, you should inform our on-site staff who will endeavour to resolve the issue. If your complaint is not resolved during your holiday, please follow this up within 28 days of your return home by emailing our head office with details of your complaint.

It is strongly suggested that you communicate any complaint to our local staff without delay. If you fail to do so we will have been deprived of the opportunity to investigate and rectify the situation during your holiday.

Photography and image usage

Our guides will be taking photos throughout your holiday and these are generally combined with the best photos from our clients in a weekly slideshow, which is then posted on the internet with in our Guest Gallery. Please be aware that any picture taken or secured during your holiday may be used by us in our marketing material, unless we have your express refusal during your holiday.