

Mike Thomas Mountain Guide LTD

Covid-19 cancellation booking assurance. If your course is cancelled because we are unable to run it due to Coronavirus restrictions in the host country. Or if you are unable to travel because the government in your county of residence advises against all but essential travel to the country where the course is taking place. You will be eligible for either a transfer of your booking to future dates, or a complete refund minus any Hut reservation expenses already incurred, whichever you prefer. If you have to cancel for any other reason, our normal terms and conditions will apply.

Booking Conditions

1. We only accept bookings from persons over the age of 18 at the time of booking. Bookings by or on behalf of persons under the age of 18 may be accepted on certain courses, when accompanied on the course by another person over the age of 18 and subject to written parental consent.
2. Unless stated otherwise, your booking must be accompanied with a deposit of 50% of the course fee to confirm a booking, or if booked within 56 days (8 weeks) of the course start date by the full payment. Once we have received payment and checked all information contained within your booking application, we will accept your booking.
3. 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: mikecvthomas@gmail.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.
4. 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.

Les virements bancaires doivent être envoyés en Euros à:

EURO account details for Mike Thomas Mountain Guide Ltd.

Account holder: Mike Thomas Mountain Guide Ltd

BIC: TRWIBEB1XXX

IBAN: BE25 9675 0390 7282

Wise's address: Avenue Louise 54, Room S52

Brussels

1050

Belgium

5. For courses taking place outside the United Kingdom you must purchase specialist mountaineering insurance covering helicopter rescue, medical treatment and repatriation (plus on and off piste skiing for ski courses). You must bring all insurance documentation with you on the course. We reserve the right to cancel your booking at any time if we are not satisfied you have adequate insurance in place.
6. If you wish to cancel, notice of cancellation must be given in writing. Should you cancel, the following scale of charges will apply:
 - More than 56 days before the itinerary starts - Loss of deposit
 - 56 days or less before the itinerary starts - 100% of total fee

Cancellation charges may be covered by your travel insurance provided the reason for cancellation falls within the terms of their policy.

7. We reserve the right to cancel any course. In this unlikely event clients will be informed of our decision as soon as possible and not less than 21 days before the start date. You will be offered either a full refund, or a mutually agreed alternative program. You must inform us as soon as possible which you choose to accept.
8. In the event of guide injury or illness, we will endeavour to find replacement guide(s) as soon as possible. If replacement guide(s) cannot be found part way through a trip, we will refund guiding fees for any days of guiding not provided and you may still use remaining accommodation nights unguided. In the event that we cannot find replacement guide(s) for the whole of your trip, you may choose to use the accommodation portion of your trip and receive a refund of guiding fees, cancel your trip with a full refund, or accept a mutually agreed alternative program.
9. 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, however caused. You are advised to book transferable, refundable travel tickets with no penalties should a cancellation be necessary.

10. Whilst we maintain high professional standards of client care and safety, you must realise and accept that climbing, mountaineering and skiing are activities which carry a danger of personal injury or even 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.
11. Although we adhere to planned itineraries wherever possible, changes may occur to both travel and guiding itineraries due to external factors beyond our control. In particular, the guide has total discretion to alter programs at any time in the interests of client safety and current mountain, or weather conditions.
12. By booking you agree to abide by instructions and decisions made by the guide regarding individuals and the group as a whole. Our guides 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 guide, or undertaking independent mountain activities during the course shall forfeit all protection and duty of care from the guide.
13. Making your booking implies that you understand and accept the booking conditions and agree to abide by them.