



# TERMS AND CONDITIONS

## **General conditions:**

Each participant must have carefully read the requirements provided and declares that they fulfil them by confirming their booking. These relate to their physical condition, general state of health, any previous technical knowledge required and the necessary equipment. If a participant very clearly does not fulfil these requirements, he/she will not be able to take part in the tour. Every participant is obliged to inform us by email about any health restrictions in advance. If it becomes clear during the tour that a participant does not meet these requirements, the mountain guide may decide to cancel the entire tour. Any possible financial loss will be paid by the participant.

## **Booking and payment:**

Bookings are made by email or via the corresponding integrated function on the website. It is considered definitive as soon as the deposit has been paid (at least 30% of the total amount).

The total amount of the planned costs must be paid within the deadlines specified in the offer before the start of the tour.

## **Cancellation by the participant:**

In the event of cancellation or withdrawal by the participant, the following costs will be incurred, depending on the time of cancellation:

Cancellation for day tours (also for day tours with 1 overnight

stay in a hut):

- For cancellations communicated at least 3 months before the planned start of the tour, a fix sum of 200 euros will be charged, as well as any costs occurred
- From the 29th - 15th day before the planned start of the tour, 70% of the rate will be charged.
- From the 14th day before the planned start of the tour, 100% of the rate will be charged.

Cancellation of weekly tours, if not already defined in the offer:

- For cancellations communicated between 1 and 3 months before the planned start of the tour, the deposit and any expenses occurred will be charged
- From the 29th - 15th day before the planned start of the tour, 70% of the rate will be charged.
- From the 14th day before the planned start of the tour, 100% of the rate will be charged.

The written communication of the cancellation notice is decisive for determining the cancellation period. Furthermore, we advise the participant to take out cancellation insurance and accident insurance with one of the usual providers, e.g. [www.europaeische.at/](http://www.europaeische.at/).

### **Changes made by the mountain guide:**

The mountain guide is entitled to cancel the tour up to 20 days before the planned start of the tour. The amount paid will be refunded unless otherwise agreed or offered.

If the required number of participants is not reached for group tours, the mountain guide reserves the right to cancel the tour. The minimum number of participants required will be stated in advance. The amount paid will be refunded unless otherwise agreed or offered.

The mountain guide may change the programme or the route for safety reasons or other unforeseeable and justified circumstances, or cancel a tour that has already started for the same reasons.

If the day tour is cancelled up to 3 days in advance due to the weather or conditions, the deposit can be used for other tours for a further 15 months.

If the day tour is cancelled due to weather or conditions and the

mountain guide and participant are already at a mountain hut, the minimum rate of the mountain guide, which is regulated by the South Tyrolean Chamber of Mountain Guides, and the expenses occurred must be paid.

If the tour has already started but the summit has not been reached (for whatever reason) the full amount must be paid.

### **Insurance by the mountain guide:**

The mountain guide's liability is limited by the mountain guide's insurance, which is covered by the Professional Chamber of Mountain and Ski Guides.

### **Photos/advertising material:**

Photos are taken and videos recorded during the tour. With the definitive booking, the participant agrees that these may be published on the website and social channels of Mountain-Guide.Net. The passing on of this media material to third parties is not intended and requires the corresponding authorisation of all participants appearing in it.

Any request by the participant not to publish image material with his/her presence must be communicated accordingly by email.

### **Roland Wimmer**

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