

TERMS & CONDITIONS

Booking

Once your booking has been accepted, you will be issued with a Booking Confirmation from Treks to the Wrecks. The Booking Confirmation is the basis of the agreement between Treks to the Wrecks and the client(s).

It is a condition of the booking that you/your party, all complete the Registration Form declaring all medical conditions and providing all reasonable information required by the Mountain Leader to ensure your health and safety whilst taking part in a trek.

Payment

Full payment is required at the time of booking, via secure portal on the Treks to the Wrecks website. Treks to the Wrecks do not hold any information relating to your payment method and cannot access this information via our website.

Alteration and Cancellation

In the event of a booking being cancelled by a client:

- 75% refund excluding costs incurred, or an option to move the booking to an alternative date with availability.
- For Cancellations with 30 days or less from the date of the trek, no refund will be offered.
- Refunds will not be offered where the Mountain Leader has curtailed the trek as a result of a client's non-compliance with the Terms and Conditions.

In exceptional circumstances Treks to the Wrecks may need to cancel your booking. In this instance, we will offer a full refund or change your booking to an alternative date or activity of equal value.

If you prefer to change to an activity of a higher value you will be required to pay the difference. We will not be liable for any additional costs or expenses incurred as a result of such a cancellation or alteration.

Treks must have a minimum of two clients. In any instance where this is not the case, you will be offered a choice of swapping to an alternative date, or a full refund.

Health, Fitness, Safety and Acceptance of Risk

Your safety whilst on a trek with us is of paramount importance. For that reason, our Mountain Leaders are fully trained in Mountain First Aid and are DBS checked. We carry a

GPS and PLB for emergencies and constantly monitor weather and terrain conditions before and during all treks.

It is a requirement of booking with Treks to the Wrecks that all participants complete a health, safety and disclosure of risk form advising the Mountain Leader of any and all medical conditions, including fears, phobias and mental health triggers which may affect them from taking part in and/or completing the trek of their choice.

It is essential that clients are suitably fit and healthy to take part in their chosen trek. Treks to the Wrecks have rated treks according to the fitness and experience levels required. Clients should be realistic and honest about their abilities and Treks to the Wrecks reserve the right to terminate the experience for any clients with insufficient fitness levels.

As with all outdoor pursuits, there is a danger of accident, injury and /or death. It is a condition of booking that clients understand and accept these risks and pay close attention to all safety instructions. Clients with any concerns should raise these immediately with the Mountain Leader.

Clothing/Kit requirements

The Treks to the Wrecks website gives a comprehensive list of all clothing and kit requirements. It is mandatory on all treks that clients wear suitable walking boots with ankle support and protection.

A kit check will be carried out prior to departure and the Mountain Leader reserves the right to refuse participation by any client not meeting the requirements for their chosen trek. In this instance, no refund will be issued. If you are unsure of the requirements of the trek or whether your proposed clothing/kit meets the necessary requirements, please contact us for guidance and advice.

Behaviour Standards and Leader Authority

In order to maintain a safe and enjoyable trek, it is essential that all clients abide by the instructions and authority of the Mountain Leader.

Clients are reminded that the sites of the wrecks are military war graves and should be treated with utmost reverence and respect at all times.

The Mountain Leader reserves the right to terminate the experience, (without liability on the part of Treks to the Wrecks), for any client whose behaviour is deemed to be inappropriate, disruptive, distressing or likely to cause annoyance to others or the leader. Clients deemed to be under the influence of alcohol or drugs will not be permitted to take part in the trek.

Under 18's and Parental Responsibility

Children under the age of 18 are only accepted by prior agreement on our activities.

Anyone under the age of 18 must be accompanied by their parents/guardian. The parent/guardian agrees to take full responsibility for their actions, safety and supervision at all times. This means under 18's must be within sight and sound of their parent or legal guardian and under their control at all times.

These treks are not available for people under 16 years old.

Dogs

Treks to the Wrecks takes an experienced mountain dog on all walks. In order to make the experience as safe and comfortable as possible for all clients and to minimise distractions along the route, we do not permit any other dogs on the treks.

Weather Conditions

Your safety and enjoyment is of paramount importance to Treks to the Wrecks and the weather conditions heading to wrecks can be different to that at lower levels. If Treks to the Wrecks need to cancel an event due to extreme weather, environmental issues or where we believe the trek would pose undue risk to our clients, you will be offered the option of moving your booking to the same trek on another date or another trek of equal value, within 12 months.

Insurance

Treks to the Wrecks holds valid Public Liability for its business activities.

NO cover is offered for any loss or damage to your personal effects, clothing, kit or cars left on recommended public meeting areas. We do not accept liability for any damage, expense or situation out of our control.

We recommend that you arrange personal travel insurance which covers you for any and all losses, personal injury or cancellation of your trek.

Complaints

In the unlikely event of you being unhappy with the service you receive from Treks to the Wrecks, we encourage you to raise this immediately with your Mountain Leader so we can work to find a solution that is acceptable to you, the remainder of the group and the Mountain Leader. Should you prefer not do this, please write to Treks to the Wrecks within 14 days so we can work with you to resolve the issue.