



## THE SMALL PRINT

### REFUND POLICY

1. When making an online booking, you have the right to cancel within seven days. In this event, your payment will be returned via the same method used for payment.
2. If you have ordered goods such as books and guides online, you have the right to return them, unused and in their original condition, within seven days, to receive a refund. As with course bookings, the refund method will be identical to the payment method.
3. Although I want you to be delighted with your purchase, please note that you are not entitled to a refund if you simply change your mind about a course or if the goods are not faulty.
4. Bookings are only transferable at my discretion, subject to an administration charge of £10.00 per person.

### CANCELLATION FEES

- More than 6 weeks' notice = 20% total fee.
- 6 - 4 weeks' notice = 35% total fee.
- 4 - 2 weeks' notice = 50% total fee.
- Less than 2 weeks' notice = 100% total fee.

### GENERAL CONDITIONS

1. Any losses of or damage to specialist equipment caused by the client must be paid for in full before departure.
2. Group bookings are accepted on the strict understanding that the person making the booking is authorised to do so and accepts these conditions on behalf of all members of the group.
3. Due to the nature of mountain activities and the effects of inclement weather I reserve the right to change the content of courses or the chosen route where I feel this advisable for safety reasons.
4. Although highly unlikely, I reserve the right to cancel any course without prejudice. In this event I will give as much notice as possible and will offer the choice of either an alternative course or a full refund.
5. Advertised prices are correct at time of going to press (E&OE). Whilst I endeavour to hold my prices for the entire year, I must reserve the right to alter prices if necessary.
6. Whilst every effort is made to make all courses and walks as safe as possible, risk is inherent in all forms of mountain activities. It is a condition of booking that you understand this fact and appreciate that I cannot therefore accept responsibility for any loss accident or injury howsoever caused or sustained unless due directly to proven negligence on my part.

### PRIVACY NOTICE

Any information you supply, such as your email address, may be kept securely for the sole use of Kevin Walker Mountain Activities. This information will be kept under the GDPR Lawful Basis of Legitimate Interest, and I will not pass on any details to any other person without your express permission. The Legitimate Interests include communicating with you about the details of your course or any other purchase you make, and occasionally sending you details of other, similar courses, events, or products if I believe these may be of interest. You have the right to opt out of all such communication at any time, and I will immediately delete all information you provide from my records on request.