

Terms and Conditions

IMPORTANT: you must **read** carefully and **share** the following terms & conditions with everybody who attends the activity.

The Sport

Adventure sports have inherent risks. Nevertheless, the dangers can be mitigated if you have the right knowledge and the right equipment. Mountain Rat Adventures prides itself on exactly that and does not compromise on safety.

Mountain Rat Adventures holds Public Liability. However, we don't accept responsibility for loss or damage to personal property or personal injury. As with any adventurous activity, it is recommended that each participant takes out private Insurance.

Our activities can be catered to suit a wide range of ages and abilities.

Each participant under the age of 18 must have a completed parental consent form before partaking in the activity.

Please be aware that all persons under the age of 18 **MUST** be accompanied by their **OWN** parent or **LEGAL** guardian.

Health and Safety

Due to the very nature of the activities, they are adventurous and can be strenuous. Therefore all participants are expected to have a reasonable level of health and fitness. However prior experience/training is not necessary. Some activities are longer and more extreme than others, so please feel free to speak to us, as we can adapt your adventure and tailor it to your requirements.

At the time of booking, you will be asked to complete a medical section on the booking form. All medical needs/requirements **MUST** be declared. Any additional requirements /needs must also be highlighted to ensure we can best cater for your abilities. If any medical needs/ injuries occur between the point of booking and the activity, these must be declared **BEFORE** the session begins. If you have any concerns/queries, please feel confident to discuss any matters directly with Mountain Rat Adventures.

Remember to bring any medication that you require on your adventure.

Mountain Rat Adventures reserves the right to refuse a booking on medical grounds, if it is considered detrimental to the safety of the course/participants.

At all times, Mountain Rat Adventures endeavours to deliver the activity as specified when booking. However, we reserve the right to change the venue or postpone any activity due to adverse weather or unforeseen circumstances, which would affect the safety of your adventure.

Safety

Mountain Rat Adventures is committed to the very highest standards of safety. Due to the very nature of our activities, we operate in conditions which can be: slippery, cold and exposed. Therefore, we hold risk assessments for each venue/activity which are regularly edited and adapted as necessary. These can be made available upon request. Due to regular changes to the environment, continual dynamic risk assessments are also made during your adventure.

Equipment

At Mountain Rat Adventures we believe in equipping you with modern specialised equipment. At times, the environment can become cold and harsh. However, this should not be a barrier to enjoyment or become a health concern. Therefore, we provide the thickest combination of specialised wetsuits.

Mountain Rat Adventures offer up to 13mm of neoprene/wetsuit in a 2 or 3-piece combination.

Mountain Rat Adventures considers footwear a significant piece of safety equipment, therefore specialised footwear is supplied. Not only is the footwear specialised, but it is also extremely comfortable and flexible – as stated by our customers! Mountain Rat Adventures has a very high safety standard, and as such, all equipment is specifically designed for the activity and - where appropriate - any PPE is recorded and frequently monitored.

Mountain Rat Adventures is not under any liability whatsoever in respect of loss or damage to personal property, however caused, while attending an activity.

Alcohol and Drugs

Mountain Rat Adventures reserves the right to refuse participation to clients that they believe to be under the influence of alcohol or drugs. In such circumstances, no refunds shall be given.

Please consider this when arranging your party!

Booking

Mountain Rat Adventures is a person-orientated business, therefore initial contact is made to discuss specific requirements. After this, booking information will be sent which will include: a booking form, payment details and further activity information.

Where time permits, full payment should be made 10 days before the start of the activity. In all other cases, an agreed non-refundable deposit/payment should be made to secure the booking of your adventure – unless agreed otherwise. It is upon receiving a completed form and agreed deposit, that the booking of an activity is secured.

Cancellation

If Mountain Rat Adventures cancels the activity, then other dates/activities will be initially offered. If an agreement cannot be reached, then a refund will be offered.

If the customer cancels the activity, then the customer will be charged as follows:

- If it falls within ten days of the agreed activity date, then 100% of the cost is incurred.
- If it falls outside of ten days, then the non-refundable deposit/payment will be lost.

Wherever possible Mountain Rat Adventures will endeavour to come to an agreeable arrangement.

Photos

Where safety allows, Mountain Rat Adventures provides free photographs of your adventure, at times video footage may also be gained. The copyright remains with Mountain Rat Adventures and, as such, may be used for marketing purposes. On the booking form you can indicate your preference, which will be respected at all times.

If you have any queries, please feel confident to contact Mountain Rat Adventures.

lee@mountainratadventures.co.uk

Mountain Rat Adventures is not just passionate, it cares too!