

Straight Up Adventures
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Terms and Conditions of Booking

Bookings

By booking with us you agree to these terms and conditions.

All bookings require a **non-refundable** deposit of 30% of the course fee in order to secure your choice of dates. Deposits are non-refundable but may be transferred to another course or event at our discretion.

Bookings are not confirmed until the deposit has been paid.

Full course fees are due 30 days prior to the start date. Late payment may result in your booking being canceled.

For bookings within 30 days of the course or event start date, the full amount is due at time of booking.

All clients must complete a medical & acknowledgement of risk form prior to course or event start date.

All participants must be over the age of 18 or have a parent or legally appointed guardian taking part in the activity with them.

Cancellation

If we have to cancel due to any unforeseen circumstances: a choice of alternative dates, activities, or a refund minus any instructor incurred fees will be offered.

If you have to cancel:

- More than 30 days in advance of the course dates: full refund
- Between 29 and 14 days in advance: 50% refund

- Less than 14 days in advance of the course: partial refund after all contracted instructors fees have been paid.

It is recommended you take out suitable insurance to cover yourself in the event of being unable to attend the chosen activity or the course being unable to run due to events outside of our control. Ensure that the insurance covers you for your chosen activity.

We will not be responsible for lost or additional transport or accommodation costs occurring due to cancellation.

Coronavirus Cancellations: In the event of participants not being able to attend due to coronavirus related lockdowns or travel restrictions placed on either the destination or participants home location, a full refund or choice of alternative dates or location will be offered.

The normal cancellation policy above applies if you are unable to attend due to covid related illness.

We recommend all participants take out suitable travel insurance to cover themselves against cancellation due to covid or covid related illness.

Changes to Course Dates: Adjustments to the course dates, at the request of the customer, can be made at the discretion of Straight Up Adventures.

Changes to Itinerary

We will do our best to stick to the proposed itinerary, but sometimes weather or mountain conditions might make this impossible - your safety is our primary importance.

A mutually acceptable substitute activity, mountain, route or course will be offered if the booked itinerary is not possible.

Summits or specific routes are not guaranteed.

Our instructors decisions are final. Instructors may decide to turn around, abandon a summit attempt, or end the day early for any reasonable safety related reason. No refunds will be given for unsuccessful summit attempts, days cut short by bad weather, poor mountain conditions or any other reasonable safety related reason.

Lateness may result in changes to your planned itinerary. Lateness of more than 15 minutes without letting us know may result in your activity being cancelled with no refund.

Open Courses

All open courses require a minimum of 2 participants to run.

We will do our absolute best to match suitable participants on open courses. No refunds will be given for course members who decide to withdraw due to any reason relating to group dynamics on open courses.

Photographs

Photographs taken during courses or events may be used for social media, websites or marketing. If you do not want your photo taken or used in this way please let us know during booking and/or let the activity instructor know at the time.

Behaviour

We have a zero tolerance policy on rudeness and inappropriate behaviour towards Straight Up Adventures staff. The instructor has the right to stop the activity at any point due to unacceptable behaviour and no refunds will be given if this happens.

We have a zero tolerance to drugs and alcohol. Anyone under, or suspected to be under, the influence of drugs or alcohol will not be permitted to take part in any activity and no refunds will be given.

Equipment

We will provide suitable equipment for the given activity. If customers in possession of our equipment are responsible for loss or damage they can be held accountable for the full retail cost of a replacement.

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