

Greenwood Mountaineering

Booking Terms and conditions



How to book

- 1- Contact us to confirm details of your selected booking, we can advise on the details of your choice, what's included and the pricing to make sure it is the best option for you.
- 2- Make the appropriate deposit (this secures the booking), (40%) or full payment by; BACS- we will send these details through once course booking is confirmed. PayPal- we will send a paypal.me invoice to you. Cheque- must be more than 1 month in advance and for the full amount.
- 3- Please fill out and return (by email) our Booking Form. If last minute please bring along to the course as this is for our tax records!
- 4- Where accommodation is not included please inform us of where you are staying and a contactable number.

What is included

Please ensure you have all the equipment required for your booking, full kit lists are available in Resources and indicate what we can lend (£5 per item per day) if required. We may be able to lend other equipment if needed, the aim being to get you out, so get in Contact. Accommodation and food is only included where mentioned in the course details. However with our knowledge of the local areas we are happy to point you in the right direction if needed.

Payment

Once agreed on the course that is best suited to yourself we will send you through a booking form which gives details how to pay via BACS, cheque or PayPal. We take 40% deposit for all bookings, the final balance due 2 weeks before the start date of the course.

Cancellation

Should you need to cancel;

- 1- *More than 1 month before the start date*, we will offer you a full refund (with the exception of courses booked where accommodation/flights/travel have been booked by us, in this situation we will cover those costs and refund the remainder)
- 2- *Between 2 weeks and just short of calendar month*, we will offer a 60% refund, retaining the 40% deposit paid.
- 3- *Less than two weeks before the start date of the course*, we will ensure all our course costs are covered, this might include paying additional staff required for the course.

Note- We will always do everything to rearrange a booking rather than cancel, at times we will be able to offer a degree of flexibility, ie arranging something for better weather but we may have other commitments outside of your booking. If Greenwood Mountaineering cancels for an unseen reason we will offer a *full refund*.



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