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## **ANELU AIM HIGHER - TERMS AND CONDITIONS**

This bit sounds serious but it's just basic information that we must make you aware of! Please get in touch if you have any concerns or questions.

### **CONDITIONS OF SERVICE**

All Anelu Aim Higher courses are carried out by suitably qualified and experienced staff. Whilst every reasonable attempt will be made to deliver courses, Anelu Aim Higher reserves the right to cancel or modify the courses due to weather, safety considerations and/or factors beyond our control.

### **LIABILITY AND INSURANCE**

Hill walking and climbing/mountaineering are potentially dangerous activities. All participants must be aware of this and accept the risks associated with these activities.

Whilst Anelu Aim Higher undertakes its safety responsibilities seriously, responsibility for injury or illness arising from hill walking, mountaineering, climbing or associated activities can only be accepted if caused by negligence on the part of Anelu Aim Higher, its servants or agents.

Anelu Aim Higher is under no liability whatsoever in respect of loss or damage to property, however caused, whilst on a course or activity arranged by Anelu Aim Higher.

Participants are strongly advised to arrange their own insurance cover. Anelu Aim Higher is unable to offer any form of insurance cover (other than public liability).

### **HEALTH AND SAFETY CONSIDERATIONS**

Due to the strenuous nature of our courses and events, all participants should be reasonably physically fit. Anyone with a medical condition must seek medical advice before considering participating. They should also make Anelu Aim Higher aware of this prior to the course date.

Relevant consent forms will need to be completed before any person commences any Anelu Aim Higher course or activity.

Although we are animal lovers and encourage them in the outdoors, we also understand that not everyone feels the same. Some people are genuinely nervous around dogs or other animals and others may be allergic to them. We also access farmland and have very good relations with farm and landowners who always insist on animals being on leads whilst on their land. Therefore, we prefer if they are not part of our activities to ensure everyone on the activity gets the most out of their experience. Please get in touch to discuss animal / pet inclusive activities.

All participants must be over 18 years old or over 14 years old and accompanied by an adult with parental responsibility.

However, we do hold an AALA licence, which allows us to take unaccompanied under 18's on adventurous activities, governed by the Health and Safety Executive. Please inform us if anyone under 18 wishes to participate.

Anelu Aim Higher reserves the right to refuse participation to anyone considered to be under the influence of alcohol or drugs.

Anelu Aim Higher staff may require any participant to leave the course if that person acts in any such manner as to endanger him/herself or any other person.

We encourage our clients to take photos and videos of their activities and experiences with us as well as sharing on social media. However, Go Pro devices, drones or similar are not to be used on our courses by clients without written approval as they can be a distraction to both the user and others. They can also affect the safety of the user and others as well as their privacy. There is suitable guidance in place for best practise on the use of drones. Please contact us if you wish to use these devices on any of our activities or courses.

### **DISABILITIES**

Disabled or less able persons are welcome to participate in our courses. Please send details of your specific needs to Anelu Aim Higher at the time of booking or get in touch to discuss prior to booking.

Anelu Aim Higher must be informed of any medical conditions (asthma, epilepsy, etc) or any other special needs of any/all participants before any course date.

### **EQUIPMENT AND CLOTHING**

Full equipment list and instructions will be sent once you are enrolled on a course and your booking confirmed.

Winter skills courses will include the hire of personal equipment such as ice axes, helmets and crampons but you will need to supply your own winter boots as these are not included. Please contact us for advice or to discuss.

No food or accommodation is included unless indicated, previously arranged, confirmed and paid for. All safety and technical equipment are included in our climbing courses.

### **BOOKINGS AND PAYMENTS**

A booking is only accepted upon receipt of the appropriate payment. Any course costing less than £500 will require payment in full at the time of booking. Any course booked within two weeks of the course date will require payment in full at the time of booking. Any course costing more than £500 will require a deposit of 50% on booking and the remaining 50% no later than two weeks before the course start date unless the fee is part of an agreed bespoke activity of a value greater than £1500.00 which will require full payment prior to the activity/course/event.

### **CANCELLATIONS, REFUNDS OR TRANSFERS**

We state clearly on our website that you should read our terms and conditions and they are freely available to view or download. **NO** refund will be available if you need to cancel once your booking is made. If you do cancel, every effort will be made to book you onto an alternative date for your chosen activity or to another activity of the same monetary value. We understand personal circumstances change and we always strive to accommodate our client's arrangements and requests.

You are advised to take out suitable insurance to cover you for your relevant course or activity. In the unlikely event that Anelu Aim Higher cancel a course, a full refund will be made, by BACS, within 28 days of notification to you by Anelu Aim Higher or you may arrange an alternative date or redeem your course fee for Anelu Aim Higher vouchers.

## **CORONAVIRUS**

At the time of review (February 2021) the Coronavirus pandemic is still affecting the population. Considering this our consent forms and the methods we use to collect your data may require you to disclose any health issues, past or present in relation to Covid-19.

Our Coronavirus policy is available to view upon request and is updated regularly.

We are accredited Covid safe by the AA and the tourism organisations of the UK (Good to Go).

We state clearly on our website that you should read our terms and conditions and they are freely available to view or download. **NO** refund will be available for cancellations due to Coronavirus if you need to cancel once your booking is made. If you do cancel, every effort will be made to book you onto an alternative date for your chosen activity or to another activity of the same monetary value.

## **POLICIES**

You may view or download our privacy, cookies and GDPR policies by visiting our website.

## **QUESTIONS**

If you have any questions please do not hesitate to contact us either via the website, email or phone.

[www.mountain-hill-course.co.uk](http://www.mountain-hill-course.co.uk)

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