



# TERMS AND CONDITIONS OF BUSINESS

All bookings are subject to the following terms and conditions. Greenrock Ltd is referred to as Greenrock throughout.

## How to book

A non-refundable registration fee is required together with a signed registration form. The balance of the trip price is payable to Greenrock 60 days prior to departure. If you are booking fewer than 60 days prior to departure the full amount is payable.

## Cancellation by you

If it becomes necessary for you to cancel your trip, you must notify Greenrock immediately in writing. Cancellation will take effect when we receive your written cancellation. If cancellation takes place more than 56 days prior to departure the registration fee will be forfeited. If cancellation takes place between 42 days and 56 days prior to departure, 50% of the trip price will be forfeited. If cancellation takes place between 31 and 41 days prior to departure, 75% of the trip cost will be forfeited. If cancellation takes place between 0 and 30 days prior to departure, 100% of the trip cost will be forfeited.

## Cancellation by Greenrock

We will not cancel your booking unless:

a) We are forced to do so by circumstances beyond our control, such as war and civil/political unrest, or "force majeure"; or b) The minimum number of people needed to operate the trip has not been reached. In the latter case we will not cancel your trip fewer than 30 days prior to the date of departure. Under these circumstances we will offer you another tour or a full refund.

## Insurance

It is mandatory that you be well-insured for the full duration of the trip. This must include personal injury, medical expenses, death, repatriation, helicopter or aircraft rescue, loss of luggage or equipment, cancellation or curtailments. You should also ensure that there are no exclusion clauses limiting protection for the type of activities included in your tour or the countries you are visiting. Any claims concerning matters for which you are insured must be directed to your insurers.

## Alterations to the itinerary

You book your holiday on the understanding that you accept the itinerary as an outline that may change to accommodate local circumstances. Some of our trips are in regions where unpredictable weather, hazardous conditions and other disruptions may need to be accommodated. You must be prepared to be flexible and agree changes to the itinerary where necessary. No refunds will be given for unused services.

## Passports, vaccinations and visas

It is your responsibility to be in possession of a valid passport, visa permits, vaccinations and preventative medicines as may be required for the duration of the tour. Information about these matters or related items is given in good faith but without responsibility on the part of Greenrock.





## **Tour leader authority**

Signing the booking form signifies that while on the trip you agree to abide by the authority of the back-up team leader who represents Greenrock. If, in the opinion of the leader, your health or behaviour on the trip is deemed to be detrimental to the safety, comfort or enjoyment of yourself or others, you may be excluded from part of or the entire trip. If you are excluded from the trip, Greenrock shall cease to have any responsibility for you and no refund will be made.

## **Joining the tour locally**

Our responsibility does not commence until the appointed time at the designated meeting point. If you fail to arrive there at the appointed time, we shall not be responsible for any additional expenses incurred by you in meeting up with the group. If the group arrival is delayed from London or elsewhere to the local joining point, the trip shall not be deemed to begin until the arrival of the group.

## **Responsibilities**

All participants take part at their own risk and agree to indemnify Greenrock against claims for loss or damage to personal property, personal injury (or death) and any claim arising from the participants' own actions. We shall not be liable for the theft of your bicycle (whether hired or not) or injury as a result of cycling, either on or off the road and, in particular, injuries as a result of inadequately serviced or maintained cycling equipment. This applies to all trekking, kayaking, mountaineering, climbing and any other types of trip Greenrock run.

## **Travel to your trip**

Some of our trips require you to book your flights or make other travel arrangements independently. In this situation Greenrock will give clear instructions prior to any trip outlining when and where to meet. Full details of your inbound and outbound travel arrangements must be supplied in full to Greenrock well before the start of any trip.

## **Price guarantee**

We guarantee that the price of your trip will not be subjected to any surcharge. The only time the price of your trip would increase would be 28 days or more from the start date of your trip, due to the exchange rate altering significantly. Greenrock will absorb up to but not more than a 5% shift in exchange rates. If the tour price increases by 10% a full refund or another trip will be offered.

## **Good health**

Participants must be relatively fit to take part in our trips. Any client with a pre-existing medical condition or illness must declare such conditions when booking. Greenrock may require a medical statement from your doctor confirming that you are fit to participate. Greenrock reserves the right to refuse a participant who is deemed medically unfit to take part. Participants must also inform Greenrock if there is any change in medical conditions between booking and departure.

## **Severability**

If any part term or provision of the contract is held to be illegal or unenforceable it should not affect the validity or enforceability of the remainder of the contract.





## Photography & Testimonial

Any likeness or image of you secured or taken on any of our trips may be used by Greenrock without charge in all media (extant and future) for bona fide promotional or marketing purposes, including without limitation promotional materials of any kind such as brochures, slides, video shows or the internet. Any written feedback supplied to the company may also be used for promotional purposes as detailed above.

## Law & Jurisdiction

If you booked your trip in any jurisdiction other than in Scotland or Northern Ireland (including any booking via the Internet), this contract, and any other claim or dispute arising from or related to this contract, will be governed by English law and the courts of England and Wales shall have exclusive jurisdiction over any claim arising out of it. If you booked your holiday in Scotland, this contract, and any claim or dispute arising from or related to this contract, will be governed by Scottish law and the courts of Scotland shall have exclusive jurisdiction over any claim arising out of it. If you booked your holiday in Northern Ireland, this Agreement, and any claim or dispute arising from or related to this contract, will be governed by Northern Irish law and the courts of Northern Ireland shall have exclusive jurisdiction over any claim arising out of it.

## Complaints

If you have a complaint about any of our trip arrangements you must bring it to the attention of the back-up team leader as soon as possible to enable them to take appropriate action to rectify the situation where possible. If you are not satisfied with the response and you feel that your enjoyment of the trip has been affected, you must write to the Greenrock office within 21 days of the completion of the trip, and we will do our best to resolve the problem.

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