



adventurelifelinks
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Terms and Conditions

Please read the terms and conditions of booking.

- Bookings will be confirmed on receipt of a completed booking form and deposit of €100 (£75) per person, or, if booked within 30 days of the start date the full payment. You will receive a booking confirmation receipt, with further details on your stay to complete.
- The full course fee must be paid 30 days prior to the start of your course. Should full payment not be received by this date adventurelifelinks reserves the right to cancel your booking with the loss of your deposit.
- Due to undertaking activities in Europe, you must have adequate activity insurance for helicopter rescue, medical cover and repatriation in the unlikely event it is required.
We can recommend the Austrian Alpine Association for this type of cover. www.aacuk.org.uk
European countries will recognise the EHIC card (old E111) in conjunction with a valid passport for medical cover under the NHS.
We also strongly recommend you have adequate travel and curtailment insurance to cover you for cancellations, in the event of illness, accident etc.
- In the event of cancellation by you, you must notify adventurelifelinks in writing or by email, at this point, the following charges will apply from the date they receive your cancellation:
More than 30 days before the start date – loss of deposit. Between 14 and 30 days before the start date – 50% of course fee. Less than 14 days before the start date – full course fee.
- In certain special cases adventurelifelinks can refer the deposit to other course dates if they are available, although a small administration fee of £20 will apply.
- If your course is cancelled by adventurelifelinks they will refund all monies, or the client can re-book another course or dates. If adventurelifelinks cancels a course they will not be liable for any expenses which you may have incurred as a result of your booking or in expectation of the course taking place.
- Whilst Guides, International Mountain Leaders and Coaches maintain high professional standards of client care, you must realise that activities on rivers and in mountainous environments carry a risk of personal injury. The remote and hazardous nature for some activities can put ones life at risk. All clients must be aware of and accept the risks involved and be responsible for their own actions.
- The courses have itineraries which will be followed wherever possible, however changes may occur due to circumstances beyond their control. In the interests of client safety, mountain, river or weather conditions, the coach/guide has total discretion to alter programmes.
- All information provided on the adventurelifelinks website is for guidance only. Although they make every effort to ensure accuracy and remain up to date, adventurelifelinks cannot be responsible for inaccuracies or alterations beyond their control.
- If during your course you have a complaint about the coach/guide service or course content, you must notify the coach/guide involved as soon as possible to provide the opportunity to rectify the situation to a mutual agreement. If the complaint is unresolved to your satisfaction during your course, put the details in writing within 28 days.
- In making your booking this suggests you understand and accept these conditions and agree to them. If you are responsible for booking on behalf of other participants you must ensure they have read and accept these conditions.

Please retain a copy of the booking conditions for your records.