Terms and Conditions

1. Bookings

1.1. Bookings are only confirmed when full payment is made, up to this point bookings are only provisional.

1.2. Group bookings are accepted on the strict understanding that the person making the booking is over 18 and authorised to do so and accepts these booking conditions on behalf of all members of the group.

1.3. Under 18s can only be accepted on Trigpoint Adventure events when accompanied by their parent or legal guardian.

2. Cancellation

2.1. If you need to cancel, notification must be made in writing, Trigpoint Adventures refund policy is:

2.2. Direct Bookings

2.2.1. 14 days or more notice – 80% refund or offer to change to an alternative date.

2.2.2. 7 to 13 days notice = 50% refund or offer to change to an alternative date.

2.2.3. Less than 7 days notice = offer an alternative date only.

2.2.4. "No shows" will not be eligible to a refund or alternative dates.

2.2.5. The above excludes any costs made by Trigpoint Adventures in advance of your booking i.e. course fees to Mountain Training, these fees will be deducted from any refund owed.

2.3. Eventbrite Bookings

2.3.1. 14 days or more notice – 80% refund of ticket price, Eventbrite fees exempt.

2.3.2. 7 to 13 days notice – 50% refund of ticket price, Eventbrite fees exempt.

2.3.3. Less than 7 days notice or "No Shows" – no refund.

2.4. On the unlikely event Trigpoint Adventures has to cancel your event then alternative dates will be offered or a full refund will be issued (including Eventbrite fees if applicable). In all cases Trigpoint Adventures would not be liable to any incidental costs incurred. Trigpoint Adventures encourages each participant to have suitable insurance in place.

3. Weather & Environmental Conditions.

3.1. Trigpoint Adventures events will continue in the majority of all weather and environmental conditions. Trigpoints Adventures will continuously monitor the weather and conditions and will:

3.1.1. Reserve the right to change the chosen route for safety reasons.

3.1.2. Cancel the event if a Yellow weather warning for snow that covers the event area is issued by the Met Office.

3.1.3. Cancel the event if an Amber or Red weather warning for rain, snow, wind or lightning that covers the event area is issued by the Met Office.

3.2. If the event is cancelled due to the above weather conditions than a full refund will be provided as per 2.4.

4. Fitness

4.1. Trigpoint Adventures events can be physically demanding, you will need to ensure that you are fit to participate in the activities booked and understand the physical demands involved. Please contact Trigpoint Adventures if you have any questions related to the level of fitness required.

5. Damage/General Behaviour

5.1. Any losses or damage to loaned equipment will be charged to the individual.

5.2. Poor behaviour will not be tolerated on any Trigpoint Adventure events and will lead to termination of participation for the guilty individual(s) with no refund. Examples of poor behaviour include but not limited to:

5.2.1. Any actions that are deemed to be bullying, harassment, disruptive, threatening or abusive.

5.2.2. Under the influence of drugs or alcohol.

5.2.3. Wilful damage to property or the environment.

5.2.4. Acting in a way that presents a danger to the individual or the group.