Terms and Conditions

## General conditions

KNOWLEDGE OF THE GENERAL CONDITIONS: With payment of the booking or the total price of an activity, it is implied that the buyer has full knowledge and complete compliance with these conditions, and guarantees that all the information in their personal and medical data sheet is complete and is true. The organizer, by accepting your reservation, agrees to comply with the obligations defined in this contract.

LEGAL LIABILITY: The reservation is accepted with the understanding that you have read and accepted the potential risk involved in this type of travel, that you are mentally and physically capable of participating in the requested activities, that your participation is voluntary, and who accepts that adventure activities are risky despite the fact that the organizer will take all necessary precautions to provide the appropriate service and trained guides. Certainly this risk is inherent to the activity and cannot be eliminated without destroying its unique character. These inherent risks can cause loss of or damage to equipment or accidental injury, illness or, in extreme cases, permanent trauma or death.

## Service Conditions

A) The ascent to the summit (or completion of the objective) will depend on the weather and good physical condition of the participants. The decisions to ascend or not will be made exclusively by the guides and different opinions will not be received in this regard. If there is more than one guide in charge, there is the possibility that one group will attempt the summit and another a simple ascent of the mountain without the obligation of wanting to reach the highest point.
B) The organizer can partially or totally modify the itinerary when it considers that the health, physical or psychological integrity of one or more members is at risk, as well as when weather, security or other conditions require it.
C) The organizer will have the right to make the services leave at any point of the itinerary any passenger whose disruptive behavior, way of acting, state of health and/or other serious reasons in the opinion of the guide in charge cause danger

and/or cause inconvenience to the other participants and/or that could jeopardize the normal development of the planned activity.

In the last two cases (B, C) the value paid for the activity will NOT be refunded to the buyer.

## Bookings

Bookings will be confirmed when the buyer formalizes the following:

- Sending the file with complete personal and medical data. You must fill out a form for each person participating in the trip and provide as much information as possible.
- Payment of an advance corresponding to 40% of the value of the activity per person.
- Risk acceptance form signed in legible handwriting.

Upon receipt of the details, the reservation will be confirmed by the organizer.

**The organizer can decide to cancel this contract and to return the entire** booking cost **if the buyer does not comply with the conditions detailed before.**

## Cancellation policy

In case of cancellation by the buyer, the percentage withheld will be calculated based on the total price of the expedition, will be:

- More than 30 days prior to the activity, 40% retention.
- Between 30 days and up to 10 days prior to the activity, 70% retention.
- Less than 10 days or “No Show”, 100% retention.

**If the activity has been purchased at a promotional price, no refund will be done in any case.**

**If the buyer decides not to attend the activity for any reason, 30% of the total will be retained for expenses and services provided.**

## Minimum quota to carry out the activity

The organizer reserves the right to cancel or reschedule the departure when the number of registered participants does not reach the minimum reported. In this case,

the passenger may choose to:
a) Participate in the next activity on the available dates, paying the corresponding amount in case there is a difference in the cost.

b) Pay what corresponds to complete the total minimum to carry out the activity on the scheduled date.

c) The refund of 50% of the amount paid, with the other 50% corresponding to logistics expenses and fees for personalized advice. Once the money has been refunded, you will not be entitled to any other refund or compensation for any reason.

**Option c) does not apply to purchases made as a "promotion", in those cases you can only opt for a) or b).**

## Payment of the total activity

The total value of the trip must be paid within 10 days before the start date of the activity.

## Use of free distribution images

The photographic material provided by the organizer is complimentary and if published on social networks, it must specify authorship or be used without watermark cropping.

The expeditions fee include guide fees, not photographer fees. This service can be purchased with an extra cost.

## Purchase of image use rights

The photographic material acquired in the offered packs may be distributed without mention of authorship.

**The right of use is purchased, not the copyright.**

The images delivered will have the original quality without a watermark on them.

This is **a copy** of the contract conditions published on our website.

If there were any difference in the content, **the valid version** is the one found online.