

Terms & Conditions

By making a booking with Bittern Meadow CIC you are deemed to have accepted these terms and conditions.

Provision of services

Bittern Meadow CIC Limited will not be liable for any loss, damage or expense resulting from force majeure or any unforeseen circumstance not within our control. Bittern Meadow CIC Limited is entitled at any time for whatever reason to deny access and/or engagement in any activity. Bittern Meadow CIC Limited or any of its representatives cannot be held responsible for any illness, loss, injury or death sustained before, during or after participation in an activity provided by Bittern Meadow CIC Limited.

A trip or event may be cancelled due to force majeure. Examples of force majeure include, but are not limited to war, threat of war, riots, civil disturbances, terrorist activity and its consequences, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks and pandemics, unavoidable and unforeseeable technical problems with transport for reasons beyond our control or that of our suppliers; closed or congested airports or ports, hurricanes and other actual or potential severe weather conditions, and any other similar events.

Payments

All Bittern Meadow CIC Limited events and services require a non-refundable deposit to reserve places, followed by the remaining balance eight weeks before commencement of the service. We can accept payment by cheque, cash and bank transfer.

Cancellations

In the event of a cancellation by you, deposits are non-refundable.

The balance refundable will be based on the following timeframes:-

More than 60 days before event	Balance refundable, loss of deposit/registration fee
30-60 days before event	80% of balance refundable, loss of deposit/registration fee
less than 30 days before event	No refund

Cancellations/alterations initiated by Bittern Meadow CIC Limited

We reserve the right to cancel any challenge or event. In such circumstances, we will offer a transfer to an alternative challenge/event or refund all monies paid. If the alternative is cheaper than the adventure booked, we will refund the difference. Any travel arrangements

which you have made independently will not be refunded, as our liability is restricted to payments made to us.

We reserve the right to cancel any challenge or event on which the balance is outstanding six weeks prior to commencement and retain any deposit paid.

Due to the nature of the service Bittern Meadow CIC reserves the right to alter travel arrangements, accommodation and itinerary at any time. In the unlikely event of this happening these will usually, but not exclusively, be minor changes. No compensation will be payable. Bittern Meadow CIC will always endeavour to maintain the quality of the offer if changes have to be made

Insurance

Our events include public liability insurance. We strongly recommend that all participants take out travel insurance, with adequate cover for the events that they will be undertaking.

Safety

Some of the events we offer take place in a mountainous environment. Such activities carry with them an inherent risk. A proportion of this risk must be accepted by you. All our staff are trained for these activities and have first aid training suited to these remote areas. In the interests of safety you are expected to abide by the decisions and judgments of our staff.

We reserve the right to alter or cancel events, or select alternative walking routes, where we judge that the weather conditions may interfere with participants' safety. In addition, we may alter or cancel an event if you or a member of your party becomes injured, unwell or is unable to complete the event due to lack of fitness.

We will provide detailed advice, on request, on the most suitable clothing and equipment for your adventure. We reserve the right to refuse your participation in any activity for which you have unsuitable equipment, if we believe that it may compromise the safety of yourself or other participants. If you are asked to make alternative arrangements any costs incurred will be borne by you.

Health and fitness

If your fitness is not commensurate with the requirement for your challenge or event, we reserve the right to end the activity early and you will be required to make alternative arrangements at your own expense. You must certify that you are in good physical and mental health and able to take part in the event/challenge which you are subscribing to.

You must inform us of any medical condition, disability, injury or illness which you are suffering from, of any medication you are taking, or of any allergy which you have. We will provide a medical form which should be completed in full. Your disclosures will be handled in accordance with the Data Protection Act and only those event staff with a requirement to be aware of your responses will have access to the information.

Bittern Meadow CIC reserves the right to reject any Client as a member of their trip at any time. Reasons for this may include, but are not exclusive to, illegal actions or foolish

behaviour which endangers the Client, the guide or any other participants. In the event that Client behaviour becomes unacceptable at any point, you will be asked to make alternative arrangements at your own expense. In this event no refund will be made and Bittern Meadow CIC will not accept any further liability or responsibility to the Client.

Complaints

Should a problem arise during the trip, please inform Bittern Meadow CIC staff immediately who will endeavour to rectify the issue. If your complaint is not resolved locally, and to your satisfaction, please write to Bittern Meadow CIC Limited at their registered address within 28 days of completion of the service. Alternatively email the Operations Director of Bittern Meadow CIC at: melanie.wheeler@bittern-meadow.co.uk

Failure to follow the above procedures during your trip, and/or failure to complain within 28 days of your return, may reduce or extinguish any rights you have to claim compensation from us, or from any relevant supplier. Any such rights will be reduced or extinguished if, had you followed the above procedures during your trip, you or we could have taken steps to reduce any loss or damage suffered or entirely prevented it from being suffered.