

## Booking conditions for climbing coaching workshops and events

Mountaineering Scotland is the national representative organisation for hill walkers, climbers, mountaineers and ski-tourers in Scotland.

We are a not-for-profit organisation providing information and training for anyone heading to the Scottish hills or climbing venues. We also campaign to protect Scotland's mountain environments and safeguard the right of responsible access. Our funding comes from a combination of membership subscriptions, non-governmental grants and investment from sportscotland.

Access to subsidised skills training courses is one of the key benefits of being a member of Mountaineering Scotland. For more information about membership visit [www.mountaineering.scot](http://www.mountaineering.scot)

**Please read the following carefully and get in touch if you have any questions.**

### 1. Booking your event

To book onto one of our events, you must have a valid membership of Mountaineering Scotland, either as an individual member or a member via one of our affiliated clubs, which is still valid at the time of the event. Our events are not available to members of other clubs, organisations or associations unless otherwise specified.

Your membership helps us keep our competitions and workshops affordable for everyone. If you would like to attend an event but are not a member, you can join at the same time as booking the event. If your membership has lapsed or is due to lapse before the date of the event, please renew it first and then make your booking.

### 2. Paying for events

Our competitions and workshops are often very popular and places are limited. For this reason, we cannot reserve places without full payment of the relevant event fee at the time of booking.

### 3. Cancellation by you

- **If you cancel more than 4 weeks before the date of the event** – refunds will incur a £10 admin fee per booking to cover admin costs.
- **If you cancel less than 4 weeks before an event date** -we are unable to offer a refund or transfer unless we can find a replacement to take your place (£10 admin fee applies).

- **If you cancel less than 7 days before a course date** - we are unable to offer a refund.

#### **4. Cancellation by us**

We endeavour to run all courses and events as planned, however for operational reasons we may from time to time have to cancel or amend your booking. In the event of any booking cancellation by the ClimbScotland, you will be offered a full refund for the event.

#### **5. Your responsibilities**

Some events require you to provide additional information as part of the booking process. We reserve the right to refuse entry to anyone who has not provided relevant information in advance of an event, and in such cases we shall be unable to refund any fees paid.

You must be physically able for the event you have chosen and tell us about any medical conditions, disabilities, medication or additional support needs at the time of booking.

You must ensure that you meet requirements for example for suitable clothing, footwear, equipment, food and drink, before attending for the event, as specified in the joining instructions which are attached to your confirmation email.

Whilst we will do our best to accommodate you, we reserve the right to refuse entry to an event to anyone our staff, instructors or volunteers consider insufficiently prepared where their inclusion could impact on others' safety or ability to benefit from the event. In such cases we are unable to refund event fees.

We expect all participants to treat others fairly and with dignity, courtesy and respect at all times. Anyone engaging in unacceptable behaviour including using inappropriate or abusive language, bullying, harassment, discrimination, physical or verbal violence or being under the influence of alcohol or illegal drugs will be refused entry to an event or asked to leave if it has already started and event fees will not be refunded.

#### **6. Safe and sound, our partnership with you**

All events we deliver are planned and supervised in a way designed to manage the risk of accident to both participants, volunteers, coaches and instructors, while at the same time providing realistic, practical and beneficial training.

Climbing activities, by their nature, contain a degree of hazard and risk and despite the greatest care accidents may still occur. All attendees at a ClimbScotland event should be aware that involvement places them at risk of accident and potential injury, possibly serious or even fatal. By booking yourself on an event, you accept the inherent risk associated with the activity.

To facilitate safe practice, participants must follow all instructions provided by staff, coaches instructors and volunteers. Failure to do so will result in removal from the event.

In order to manage the risk, all participants are requested to draw to the attention of staff, coaches, instructors or volunteers if they are unhappy or feel the activity is beyond their ability.

If you have a complaint about the service you receive at any point during the course, you must notify ourselves or the instructor involved as soon as possible to give us the opportunity to put things right.

## **7. Your personal data and privacy**

We may use photography or video content taken during our events and activities for promotional purposes on printed materials and digital channels, including our website and social media channels, and will ask for your consent to do so or that of a parent or carer if you are under 16.

We take your privacy seriously and will ensure that your personal data is stored securely in accordance with our privacy policy. We will only share your personal information when necessary, for example with instructors, coaches and event organisers, in order for them to carry out the activities in which you are participating.

For full details of our privacy policy, please visit [www.mountaineering.scot/about-us/business-matters/data-protection](http://www.mountaineering.scot/about-us/business-matters/data-protection)

**8. Any questions? Please contact us at [membership@mountaineering.scot](mailto:membership@mountaineering.scot) or call 01738 493942**

Supported by:



