

Booking terms and conditions for student club courses

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

We are a not-for-profit organisation offering training and information to mountain users to promote safety, self-reliance and enjoyment of our mountain environment. We also campaign to protect Scotland's mountains and access rights in those mountains. Our funding comes from a combination of membership subscriptions, non-governmental grants and investment from **sportscotland**.

Access to subsidised mountain skills courses and lectures is one of the key benefits of being a Mountaineering Scotland club member. As well as being able to book a place on our general members' [course programme](#), we organise training activities tailored especially for our university and college clubs.

Please read the following booking conditions and requirements for participants.

By making a booking, you are agreeing to the following conditions. Please read them carefully and contact us if you have any questions - contact membership@mountaineering.scot or call 01738 493942.

1. Mountaineering Scotland membership

Course places are available to members of Mountaineering Scotland affiliated student clubs only. In order for club members to book onto one of our mountain safety courses for students, the university or college club must be affiliated to and register **ALL** their members with Mountaineering Scotland, not just those attending courses. Courses are not available to members of other clubs, organisations or associations unless otherwise stated.

Clubs must register all active members with us, as this ensures we can continue to subsidise the cost of courses and offer you affordable prices and your club is covered by the club insurance. Your members also get to enjoy all the other member benefits including discounts and offers, access to club huts and £20m liability insurance.

We cannot accept bookings from new club members until the club secretary has provided us with their full details for registration via our online members portal or email, and membership fees have been paid.

2. Course booking allocation and payment

For very popular courses, we allocate a proportion of places to each club or choose candidates based on an application process. Each course will have a deadline for booking until which allocated spaces will be reserved.

A club will not be able to book any further places until this deadline, but members can express an interest in additional places and be added to a waiting list. After the deadline for booking allocated spaces, we will offer any remaining course places to the waiting list, and send an email to all clubs again, to make them aware of any late availability.

All places must be paid for at the time of booking and we cannot reserve places without full payment of the course fee at the time of booking. Where an invoice has been provided, it must be paid at least 14 days prior to the course date otherwise the booking will be cancelled and places made available to others.

3. Cancellation by members

No refunds will be given for cancellations for student courses or events less than four weeks before the course date. If you are unable to attend and wish to transfer your place to another member of your club, we must receive all the required booking information about the replacement student before we can confirm their booking.

Please note: No changes can be accepted in the 72 hours before the start of the course.

4. Cancellation by Mountaineering Scotland

We will endeavour to run all courses as planned. However, for operational reasons we may have to cancel or amend your booking. In the event of any booking cancellation by the Mountaineering Scotland, students will be offered either a full refund of the course fee or transfer to any other course offered at the same cost, subject to availability.

5. Your responsibilities

Some courses require you to provide additional information at the time of booking. We reserve the right to refuse anyone who has not provided relevant information in advance of the course and in such cases we shall be unable to refund course fees.

You must be physically fit for the course you have chosen and tell us about any medical condition, medication or disabilities at the time of booking.

You must ensure that you meet requirements for clothing, footwear, equipment, food and drink, before attending for the course, as specified in the course 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 a course to anyone our staff or instructors consider unfit or insufficiently prepared for the course, where their inclusion could impact on others' safety or ability to benefit from the course. In such cases we will not refund course fees.

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

6. Safe and sound, our partnership with you

Instructors are employed by Mountaineering Scotland on the basis of their experience and appropriate qualifications, and are responsible for the safety of all participants.

All courses we deliver are planned and supervised in a way designed to manage the risk of accident or injury to both students and instructors, while at the same time providing realistic, practical and beneficial training. However, outdoor activities, by their nature, contain a degree of hazard and risk and despite the greatest care accidents may still occur.

All participants on Mountaineering Scotland courses should be aware that their involvement places them at risk of accident and potential injury, possibly serious or even fatal. By making a booking, it is assumed that participants have enrolled on the course of their choice, are aware of and accept the inherent risk associated with the activity.

To facilitate safe practice, participants must follow all instructions provided by your instructor. Failure to do so will result in removal from the course.

In order to manage the risk, all clients are requested to draw to the attention of the instructor(s) 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. None of our instructors have authority to promise refunds or compensation on behalf of Mountaineering Scotland.

7. Travel to and during the course

To facilitate car sharing among course participants we will circulate everyone's contact email, telephone and home town to others within the group about a week in advance of the course. Please let us know if you do not wish your contact details to be included in this as soon as possible.

8. Communications with participants

We will communicate with you by e-mail regarding course bookings, reminders and cancellations using the email address you used to make your booking. You must therefore check your e-mails on a regular basis. We may also contact you by telephone if needed eg on the day of the course or if we need to contact you at short notice. It is your responsibility to ensure we have up to date for you contact information on our membership portal at all times.

Contact details for your course instructor will be included in the joining instructions attached to your confirmation email for use if you have any questions or if you need to cancel or contact the instructor on the day of the event.

9. Your personal data and privacy

We may use photography or video content taken during our courses or 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 during the booking process.

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

Any questions? Please contact us on info@mountaineering.scot or call 01738 493942

Our mountain safety courses are supported by:







