

Booking Process

If you would like to book a tailor-made holiday, we recommend contacting us directly and we can take you through your preferred itinerary and the booking process. Prior to booking, it is important that you read the **Holiday Details** and our **Booking Terms and Conditions (below)**. This information will ensure that you choose the most appropriate holiday.

With private group holidays, we recommend that you carefully review the personalised itinerary provided to you. If you have any doubts regarding your suitability for a holiday, please contact us.

For bookings we accept payment by debit card and credit card. Please note that there is no charge for payment by debit card, credit card or non-UK debit card. A **deposit of 20% is required at the time of booking** unless you are booking less than 56 days before departure. In this case, full payment of the holiday price is required. Should you prefer, booking and payment can be done at the same time over the phone. This will enable us to confirm your place although, in all cases, **we require a completed booking form** (either online or by post/fax) with details of all persons travelling. If booking by post, we accept all of the above payment methods plus cheque or bank transfer.

Insurance – It is a condition of booking that you are insured against medical and personal accident risks. This must include cover for the activities to be undertaken during the holiday, and we also recommend that your insurance includes cancellation and baggage cover.

Please note that you must bring proof of your insurance policy with you on holiday i.e. your insurance certificate or a copy.

Single bookings – In this case, we will allocate you a twin room with another client of the same sex. If you require a single room, a limited number are available – please see booking conditions (Item 7) regarding single rooms and supplements.

Confirmation of your booking – we will confirm your booking **by email within 3 days of receipt** (usually sooner). Please do not book travel until your booking is confirmed. The balance invoice is due 60 days before the commencement of your holiday, and a reminder will not be issued.

Final details – If you require assistance with any matters before departure, please do not hesitate to contact us and we will endeavour to help.

Holiday Booking Terms and Conditions

All holidays you book with us are organised and sold subject to the following conditions:

1. General terms and conditions

- 1.1 Venture Mòr reserves the right to alter the “Terms and Conditions for Holiday Bookings” at any time.
- 1.2 The conditions pertaining to a booking are those detailed in the issue of “Terms and Conditions for Holiday Bookings” at the time of booking.

2. About Venture Mòr

- 2.1 Established in 2010, Venture Mòr is a social enterprise and company limited by shares registered in Scotland with company number SC378890 having its registered office at Argyle House, 3 Lady Lawson Street, Edinburgh EH3 9DR. Venture Mòr is the wholly owned social enterprise of Venture Trust – a charity supporting vulnerable people to make positive, long-term changes in their lives. Venture Trust is a registered charity in Scotland (SCO38932) and in England & Wales (2855891). The VAT registration number is 218 7324 07.
- 2.2 The organisation comprises; an outdoor activity company providing adventure holidays across the Highlands; a large hub in the form of Hartfield House in Applecross; and a pledge to provide a springboard into the world of work for disadvantaged young adults.

3. Definitions

- 3.1 “Venture Mòr”, “we” and “us” means the Venture Mòr Ltd.
- 3.2 “Customer” and “you” means any individual who makes or is making a booking with Venture Mòr.
- 3.3 “Start date” means the date of holiday commencement.

4. Contract

- 4.1 Your Contract is with Venture Mòr.
- 4.2 When you make a booking to participate in one of the holidays of Venture Mòr, you do so on behalf of yourself and each of your party.
- 4.3 You warrant and guarantee that:
 - 4.3.1 you have the authority to enter into this Contract;
 - 4.3.2 that you accept the terms of this Contract;
 - 4.3.3 that the Contract shall apply to your booking to the exclusion of all other terms and conditions; and
 - 4.3.4 that where you are making this booking on behalf of other persons, you have their authority, and where they are under the age of 18 years of age, the authority of their parents or guardians to enter into this Contract.
- 4.4 The Contract between us will be formed when Venture Mòr receives a signed copy of the Contract from you.

5. Confirmation of booking

- 5.1 To confirm your booking you are required to pay a **non-refundable deposit of 20% of the holiday price**. Your balance must be paid by the due date shown on your invoice or in correspondence and failure to do so may result in the cost being increased or ultimately cancellation. Upon receipt by us of your deposit the contract between us will become

binding and we will send you an invoice for the balance and advise you of the date for payment. The prices are quoted in UK Sterling; however payment will also be accepted in US Dollars and Euros. If you would like to pay in US Dollars or Euros, please contact us before sending payment so that we can advise you of the exact balance due in your chosen currency – this will be calculated at our exchange rate at the time of payment. Payment will be accepted by:

- a. debit cards;
- b. credit cards;
- c. Details for Bank Transfer are available from our office.

6. Cancellation by you

- 6.1 Any **cancellation must be notified in writing** by the person who made the booking. If you cancel your holiday:
- a. more than 56 days prior to the start of your holiday, you will only be charged your deposit;
 - b. between 56 and 30 days, you will be charged 50% of the holiday cost;
 - c. less than 30 days before the start of your holiday or on or after the commencement of the holiday, you must pay the full holiday price.
- 6.2 We appreciate that wholly unforeseen events may result in cancellation. We therefore strongly advise you to take out insurance against irrecoverable cancellation cost (see section 8 below). You will be advised of the exact amount of any cancellation charge prior to the cancellation being finalised.

7. Changes/cancellation by Venture Mòr

- 7.1 Before you enter into a contract with us, we reserve the right to change any of the facilities, services or prices described in our brochure or website. We also reserve the right to cancel the holiday. For example, if the minimum number of clients required for a holiday is not fulfilled, we may have to cancel your holiday. **Any changes are usually minor**, and we will advise you at the earliest possible date. **If a major change becomes necessary**, we will inform you as soon as reasonably. A major change is an alteration of the start or finish time of your holiday by more than 12 hours or a change of holiday location. When a major change or cancellation occurs you will have the choice of either accepting the change of arrangements, purchasing another available holiday from us, or cancelling your holiday. Should you choose to cancel, we will refund all recoverable payments made directly to. We will not however be in a position to refund any personal expenses you may have incurred as a result of your booking such as flight payments, travel insurance, equipment purchases, visas, vaccinations etc. Where a major change or cancellation arises from circumstances amounting to force majeure (see below), we will endeavour to refund all sums as yet unpaid by us to our suppliers, however your insurance policy must cover the remainder.

8. Changes by you

- 8.1 If you, after booking onto a holiday and paying a deposit and/or full payment, would like to change onto an alternative holiday, an additional administration fee of £50 is charged. If the holiday originally booked starts within 8 weeks of the request to change holidays being made, any such change may be treated as a cancellation by the client, in which case the conditions in section 6 will apply.
- 8.2 Any information provided by us on such matters as climate, clothing, baggage, special equipment etc. is given in good faith but without responsibility on the part of Venture Mòr.

- 8.3 It is a **fundamental booking condition** that you accept the hazards involved in this sort of holiday and you accept that in visiting remote and mountainous regions there is an element of in-holiday flexibility. The itinerary stated in the **Holiday Details** is indicative only and not a guarantee that a particular route will be followed or place reached. You must accept that delays and alterations and their results, such as inconvenience and discomfort, are possible where unforeseen circumstances arise. You must have a level of fitness commensurate with your chosen holiday and you are responsible for bringing the appropriate equipment, details of which will be sent to you at the time of booking. If, in the opinion of the Venture Mòr guide or instructor, your fitness or equipment may compromise the safety of a holiday we reserve the right to cancel or terminate your holiday. In these circumstances you will not be entitled to a refund nor compensation.

9. Accommodation

- 9.1 Accommodation is usually in twin or male/female bunk rooms unless stated otherwise and we request that clients who book individually share a twin room. Where a single room is requested, we will do everything we can to accommodate that request at no extra cost. However, where we cannot achieve this, requesting a single room may attract a supplement. When making a booking you accept that this additional supplement may apply and, where appropriate, you will be advised and invoiced separately for the relevant amount. Please note that on some itineraries no single room accommodation is available. On expedition and camping journeys, the above applies to tented accommodation.

10. Personal travel insurance

- 10.1 To take part in one of our holidays you must be covered by adequate insurance for the duration of the itinerary and for the activities undertaken. The insurance must include cover for cancellation and curtailment, medical and emergency expenses, personal accident, injury and death. In the event of emergency medical rescue from a holiday by whatever means, the responsibility of such costs will be borne by the client. It is therefore essential that adequate cover is in place.
- 10.2 If you are affected by a medical condition which may affect your or other people's enjoyment of the holiday, you must advise this at the time of booking.
- 10.3 If you leave the holiday or undertake independent travel during the holiday we are not responsible or liable for your actions or your safety.

11. Complaints

- 11.1 If you have a complaint about the holiday you should make it known to the leader at the earliest opportunity. If you feel your complaint has not been properly dealt with we shall endeavour to agree a settlement with you. Any outstanding complaint not resolved during the holiday should be notified to us in writing within 30 days of the scheduled date of return.
- 11.2 Venture Mòr will accept liability for the negligence of its employees causing direct physical injury to passengers only to the extent that it is obliged under Scottish law. We cannot be held responsible for any mishap to yourself or your property, and in particular for the consequences of flight cancellations, vehicle accidents, strikes, sickness, Government or customs or police intervention or other such happenings amounting to force majeure. Venture Mòr and its employees are covered by public liability insurance up to a maximum of £10,000,000 in any one event. By signing our booking form you acknowledge that Venture Mòr has taken all reasonable steps to safeguard its liability.
- 11.3 Venture Mòr shall not be liable for any damages caused by the total or partial failure to carry out the holiday if such failure is: attributable to anyone other than the Venture Mòr leaders; unforeseeable or unavoidable and attributed to a third party unconnected to Venture Mòr; a

result of unusual or unforeseeable circumstances, reasonably beyond the control of Venture Mòr; a result of an event which Venture Mòr or any of its agents, even with all due care, could not foresee. Where Venture Mòr is found to be liable for damages in respect of its failure to carry out the holiday, the maximum amount of such damages, compensation and loss of enjoyment will normally be limited to two times the cost of the holiday. Where the damage relates to damage caused by the provision of road, rail, river or sea transport, or hotel accommodation, any compensation payable will be limited by the Athens Convention 1974 (sea), the Berne Convention 1961 (rail), and the Paris Convention 1962 (hotel accommodation). All transport is undertaken entirely at your own risk. Any independent arrangements you make which are not part of the holiday are entirely at your own risk. We shall not be liable for any consequential loss or costs e.g. missed transport connections incurred by you as a result of cancellations or delays experienced on the holiday.

- 11.4 The booking conditions may only be waived by a Director of Venture Mòr in writing. When you sign the booking form you agree to accept all these booking conditions, and when we accept your booking we agree to carry out our obligations to you as defined in the holiday proposal and other information provided to you. Both sides of this agreement are made subject to, and must be interpreted and enforced according to Scottish Law in a Scottish Court.

Venture Mòr Ltd, 1 February 2016