



## **Multiday & Short Breaks Direct Bookings Terms & Conditions**

### Booking

Bookings can be made on our website [www.mountain-goat.com](http://www.mountain-goat.com), via email on [tours@mountain-goat.com](mailto:tours@mountain-goat.com) or over the phone on 015394 45161.

### Payment Terms

Payment terms and credit are agreed on an individual basis. Either advanced payment or post-hire payment due after the hire.

Pre-payment scheduled tours must be paid in full to confirm the booking.

Travel agents with agreed credit may pay monthly after the tour has occurred.

We accept card payments over the telephone. There is no booking fee for card payments.

We accept BACS Payments however there is a booking fee of £7 for European transactions and a fee of £15 for International payments.

### Refund policy

Unless agreed with Mountain Goat pre-paid bookings may cancel up to 14 days prior to the start date to receive a full refund minus a 1% administration charge.

Travel agents with agreed credit who pay after the booking has occurred may cancel up to 14 days prior to the start date to receive a full refund.

After 14 days no refund will be issued.

To cancel a tour please email [tours@mountain-goat.com](mailto:tours@mountain-goat.com)

If the cancellation is within 14 days, please call the office on 015394 45161.

### Variations:

Special offers may occur throughout the year. Certain dates such as Public Holidays have a surcharge.

### Additional Terms & Conditions

General T&Cs apply for the Mountain Goat Tours which can be found at <https://www.mountain-goat.com/Terms-and-Conditions>

### Accommodation & Third-Party T&Cs

Bookings are made subject to the terms and conditions of the relevant accommodation (or other service) provider. By booking accommodation or other services through us, you enter a contractual relationship with the relevant third-party provider. For further information on this please contact us. We include several attractions in our tours; however, these are operated by third parties and therefore we are not liable for any damages, loss or closures to do with these third parties.

### Insurance

The Company strongly recommends that passengers arrange suitable travel, medical and cancellation insurance.

### Liabilities

Mountain Goat Ltd have taken all reasonable steps to ensure that your package holiday components are provided safely and efficiently. We accept liability for personal injury caused by negligence of

Mountain Goat Ltd, Victoria Street, Windermere, LA23 1AD

[www.mountain-goat.com](http://www.mountain-goat.com) [tours@mountain-goat.com](mailto:tours@mountain-goat.com) 015394 45161

Registered in England No. 2862284 VAT No. 621 2443 82 Directors: I.S. Broughton, Sir N.K. Stoller CBE KStJ DL, R.D. Tyson



ourselves, our employees and our agents, provided that we are notified within 3 months of the end of the holiday and that you assign to Mountain Goat Ltd, any rights against any other person or party relating to the claim and that you co-operate fully should we or our insurers wish to enforce those rights.

We do not accept liability for holiday cancellations caused through war, or threat there-of, riot, civil strife, industrial action, terrorist activity, natural or nuclear disaster, fire or adverse weather conditions. We do not accept liability for personal injury caused during travelling to and from the holiday package, unless you are travelling on Mountain Goat's own transport.

When you incur personal injury, which has not arisen from an activity which forms part of the Mountain Goat Ltd Package, we will provide guidance and assistance to help you in resolving any claim you may have against a third party.

#### Financial Failure Insurance

In accordance with 'The Package Travel and Linked Travel Arrangements Regulations 2018' all passengers booking with Mountain Goat Ltd are fully insured for the initial deposit and subsequently the balance of all monies paid to us, including repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Mountain Goat Ltd.

A certificate detailing this cover can be found at <https://www.mountain-goat.com/Terms-and-Conditions>

This insurance has been arranged by Zurich Insurance PLC on behalf of Towergate Chapman Stevens through CBL Insurance.

#### Cancellation by the company

In the event of an emergency, riot, civil commotion, strike, lock out, stoppage or restraint of labor or any event over which the company has no control (including adverse weather and road conditions) or in the event of the hirer taking any action to vary agreed conditions unilaterally, the company may, by returning all money paid and without further or other liability cancel the contract.

#### Complaints

We actively welcome your feedback, both in respect of our own services and those provided by other suppliers (such as accommodation providers). If you have any complaint during your package, please bring this to the attention of the office team as soon as possible. Any complaints regarding accommodation should, in the first instance, be raised with the relevant accommodation provider.

#### English Law

The contract is governed by English law.