



## BOOKING FORM

Name (Mr Mrs Miss)
Address
Postcode
Telephone Number (Home)
Telephone Number (Work/mobile)
Email/Fax
*Where did you hear about us?

**GROUP BOOKINGS – please give details of group below, party leader above,  
(use additional forms if required)**

Title	First name	Last name	Room Type Required eg twin, single	Additional Information eg special diet, allergies, <b>Medical conditions</b>

### HOLIDAY/ COURSE/ ACTIVITY CHOICE

Name(s) of holiday/activity	Date (DDMMYY) For holidays - start date	Extra nights or other requests

### Declaration

On behalf of all the persons named above I have read and agree to abide by the TERMS AND CONDITIONS OF BOOKING -see website or attached. For activities which involve an instructor or guide, anyone with a **medical condition** that we should be aware of has noted it above or sent to us on a separate sheet at time of booking

Signed \_\_\_\_\_ Date \_\_\_\_\_

**Please send completed forms to Glentrek, 100 East High Street, Forfar DD8 2ET  
Tel: +44 (0)1307 469536 Email: admin@glentrek.com**

## **Glentrek Terms and Conditions – Holidays and Courses/Activity Days**

### **1. Holidays**

(For purposes of terms and conditions below, 'we' refers to Glentrek and 'you' refers to the client).  
Glentrek is part of "Highglen Adventure Ltd"

#### **Price**

Price for holidays is based on two people sharing a room, B&B in quality accommodation and luggage transfers. Any additional transport costs will be highlighted at time of booking but are likely to be minimal.

#### **Individual Travellers**

Single travellers are most welcome on guided walking holidays. Unless requested otherwise, single travellers will be accommodated in a twin room (2 single beds) with a fellow traveller of the same sex. If a single room is requested this is usually no problem, however the earlier a single room is requested the better, just ask at time of booking. Additional cost will be quoted but is usually approximately £5-£10 per day.

#### **Confirmation and Payment for Holidays**

Upon receipt of your booking request, we will contact you within 7 days confirming availability and requesting a deposit (in GBP Sterling). Once this is received your holiday is booked and you will receive an invoice showing the deposit paid and balance due 6 weeks before the start. If the balance remains unpaid by this date the booking may be cancelled and your space given to someone else.

#### **Travel Regulations 1992**

Your deposit and final balance payment for holidays or activities with accommodation will be held in a trust fund until the holiday is completed. This ensures financial security for you and complies with EC Package Travel Regulations 1992.

#### **Holiday Insurance**

We STRONGLY RECOMMEND that you are adequately insured for your holiday. Highglen Adventure Ltd carries Public and employer Liability Insurance but is not responsible for the cancellation of your holiday by you for any reason – illness, injury or other unforeseen circumstances. Highglen Adventure Ltd insurance is not responsible for your repatriation.

#### **Late Bookings and Alterations**

If you book your holiday or activity within six weeks of your start date, the full holiday cost becomes due at the time of booking. If you wish to alter your booking after it has been confirmed, there will be a fee of £35 per booking. If you wish to transfer to another holiday or change your start date - this is regarded as a cancellation.

If you wish to cancel your holiday or activity we must receive a written notice of cancellation, signed by the person who made the booking. The following cancellation charges apply from the date of receipt of your letter:

- More than 42 days before the start date –the deposit
- Between 42-15 days before the start date - 50% of total cost
- Less than 14 days before the start date - 100% of total cost

#### **Cancellations/Alterations by Glentrek**

In the event that we have to cancel a holiday due to lack of minimum numbers or circumstances beyond our control we will make a full refund. We also reserve the right to change our itinerary if the circumstances require it. Our instructors/leaders reserve the right to refuse to include an individual in an activity if they deem him or her to be unfit or incapable and any extra cost incurred as a result, such as early transport home, will be yours not ours.

### **Safety**

Highglen Adventure Ltd reserves the right to change the venue or to postpone / cancel any trip if conditions dictate on the day. This is in accordance with our risk assessments and SOP's.

ALL participants must be made aware that outdoor activities carry a degree of risk. We at Highglen Adventure Ltd will minimise these risks but there is an element of risk in our activities. No one at Highglen Adventure will force anyone to participate if they don't want to. Our instructors are highly experienced and participants must agree to comply with the instructions of our guides and instructors.

On signing the 'booking form' or emailing us a booking , you agree to and have made all participants aware of the terms and conditions set out by Highglen Adventure Ltd.

### **Age and Health**

Anyone over the age of 18 is welcome for all our activities. Certain activities have under 18 age restrictions depending on the activity, these are detailed on the website. Parents are required to accompany children on certain activities.

It is expected that participants have a reasonable level of fitness for the activity chosen, please discuss with Highglen Adventure Ltd prior to booking. Clients must inform Highglen Adventure of any known medical problems or conditions that will affect them during the activity. This will be treated in the strictest confidence.

### **Bicycles**

The bicycle let out on hire, including all accessories and attachments supplied, remains the property of Highglen Adventure Ltd and you must not sell, hire out or lend the bicycle. You must agree to keep the bicycle locked securely to an immovable object (or in a locked building) when not in use and to take all reasonable precautions to avoid it being stolen. The bicycle is supplied in good condition, and you must undertake not to misuse it, and to return it with all accessories.

## **2. Courses/Activity Days**

Glentrek is part of Highglen Adventure Ltd.

### **Bookings and Cancellations**

Highglen Adventure Ltd accept bookings either by booking form or email

Bookings will be confirmed by Highglen Adventure upon receipt of a £10 per person non-refundable deposit.

All cancellations must be advised in writing or email and signed by the person who originally made the booking.

Cancellations are accepted from the date Highglen Adventure Ltd receives either written notice or an email confirming cancellation.

Cancellations incur the following charges: -

Date of booking to 7 days prior to the activity taking place - Client will lose their non-refundable deposit.

Within 7 days of the activity taking place - Client will be charged the full amount.

Final numbers of participants must be confirmed by telephone or email no later than 7 days prior to the activity. Failure to do this will result in the client being charged for the full amount of persons booked. Highglen Adventure Ltd will however be understanding of exceptional circumstances when dealing with call offs.

In the unlikely event that Highglen Adventure Ltd has to cancel an activity due to unforeseen circumstances, the client's deposit and balance will be returned in full.

All outstanding balances must be paid on the date of the activity.

### **Insurance**

Highglen Adventure Ltd carries Public and Employer Liability Insurance, it is however suggested that participants consider their own personal accident policy that covers them for the activity they are undertaking.

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### **Transport and Accommodation**

Transport and Accommodation can be arranged if required