

Terms and Conditions

How to Book

- 1 - [Contact Us](#) to confirm the details of your chosen booking, we can give you more information about your choice, what is included, the pricing and make sure its the best option for you.
- 2 - Make the appropriate deposit (30%) or full payment by BACS (we'll send details once the booking is agreed) or Business Paypal (we'll send you a Paypal Invoice, this can be paid using credit/debit cards even if you don't have a Paypal account).
- 3 - Please fill out and return (by email) the [Booking Form](#). You can also bring this along to the course if its a last minute booking, please inform us of any equipment required in advance though.
- 4 - Where accommodation is not included, please inform us of where you are staying and of your contact mobile.

What is Included

Please ensure you have all the equipment required for your chosen booking, full kit lists are available in [Resources](#) and indicate what we can lend if required. We may be able to loan other equipment to what is indicated so please [Contact Us](#) if your short of anything.

All technical equipment is generally included in the price.

Accommodation is only included where indicated in the course details. We are always happy to help with this though, we can arrange this or point you in the right direction.

Food is only included if indicated in the course details.

Payment

Once we have agreed on the course for you we will send you our **BACS** details for a bank transfer. We can also take a **Business Paypal** payment, this can be made with credit/debit cards and you do not have to have a Paypal account for this. We can also take **cheque's payable to 'Mountain Circles'**.

We take a 30% deposit for all bookings. The full payment is due 2 weeks before the booking start date unless otherwise specified.

Cancellation

Should you need to cancel your booking;

- 1 - More than 1 month before the start date, we will offer you a full refund (with the exception of courses/trips abroad or where accommodation/travel deposits have already been paid by us, in this situation we will cover those costs and refund the remainder)
- 2 - More than 2 weeks before the start date, we will offer a 70% refund on the total

booking price and keep the 30% deposit paid.

- 3 - Less than 2 weeks before the course start date, we will ensure all our costs are covered, this might include payment of additional staff if they were required for the booking, and refund the remainder.

***Note** - We will always do everything we can to rearrange a booking date for you rather than cancel, at times we will be able to offer some last minute flexibility with dates and pick the best days within a block of days (If you are in the Lake District for a week and want to pick the 2 best weather days to book for example). If Mountain Circles cancels for unforeseen reasons we will offer a full refund.*