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Booking terms and conditions

By making partial or full payment of any invoice issued by Summit to Savour, you are by default accepting and agreeing with Summit to Savour's terms and conditions of service.

Although binding, Summit to Savour's terms and conditions of service do not affect your statutory rights in any way.

Summit to Savour's terms and conditions of service

Agreements, cancellations and refund policy

1. By making full or partial payment of any invoice issued by Summit to Savour, you are acknowledging that you have read, understood and agreed with Summit to Savour's terms of service.
2. You accept that by making full or partial payment of any invoice issued by Summit to Savour, you are doing so in agreement with the refund policy outlined below.
 - Any customer wishing to cancel a booking more than 30 days before the agreed date of commencement (activity date on booking confirmation), will be offered either a full refund or a Summit to Savour credit note for the full value of their experience. This credit note can be spent at any time.
 - Any booking cancellations made less than 30 days from the agreed date of commencement will not be entitled to any monetary refund. Instead, customers wishing to cancel less than 30 days from the agreed date of commencement will be offered a Summit to Savour credit note for the full value of their booking. This credit note can be spent at any time.
 - In the event of a booking being cancelled on the agreed date of commencement by Summit to Savour and/or any of its third party associates due to a safety concern (eg. bad weather/ unsafe conditions) either a full refund or a Summit to Savour credit note for the total value of the booking will be issued.
 - If for whatever reason, a customer is running late for their arranged session, or cannot make it due to unavoidable, last minute circumstances, they will be expected to inform a member of the Summit to Savour team. This notification should be made as soon as possible and preferably at least an hour before the agreed time of commencement. If the circumstances of their absence are deemed to be appropriately serious and unavoidable, then a Summit to Savour credit note for the full value of the experience

will be issued. If the circumstances resulting in a customer's absence are deemed to be minor, avoidable or unnecessarily self-inflicted (i.e. hungover) then no monetary refund or company credit note will be issued.

- If for whatever reason a customer doesn't turn up at the agreed time of commencement and has not notified a member of the Summit to Savour team, they will not be entitled to any sort of monetary refund or any form of credit note for future services (*)

* Representatives of Summit to Savour who have arrived to meet clients will endeavour to wait for a maximum of 30 minutes beyond the agreed time of commencement for any late arrivals. After this 30 minute period, any customer who has not turned up will have their booking cancelled and no monetary refund nor credit note will be issued.

Required paperwork (medical, equipment and dietary requirements)

3. In order to be allowed to participate in any activities and/or events provided by Summit to Savour and/or its third party associates, customers are reminded that they must ensure that they have brought all of the appropriate equipment for their session. At time of booking you will be forwarded a link to the appropriate 'kit list' for your activity and will be expected to read it fully and ensure that you have all of the necessary items with you on the day. Failure to bring the necessary equipment for your session may result in the cancellation of your experience without any form of monetary refund or company credit note.
4. In order to be allowed to participate in any activities and/or events provided by Summit to Savour and/or its third party associates, customers are required to fill out and submit either an electronic or physical copy of our 'medical disclaimer form.' At the time of booking customers will be forwarded a link to our medical disclaimer form. If completing a physical copy of the medical disclaimer form, this must be handed to a member of staff from either Summit to Savour or its third party associates before the activity/event can commence.
5. Customers are reminded that it is their responsibility to ensure that they have any necessary personal medication with them before participating in any activity and or/event provided by Summit to Savour and/ or its third party associates.
6. If a customer has booked an experience which involves our catering services, every participant must fill out a 'dietary requirements' form. It is the responsibility of the paying customer to ensure that every member of their party has accurately filled out a 'dietary requirements' form and submitted it to a member of the Summit to Savour team prior to the agreed date of commencement. Summit to Savour and/or its third party associates accept no responsibility for lack of customer satisfaction, financial loss or personal injury and/or death caused as a result of dietary issues and/or allergies that we have not been made aware of.

Health and safety

7. By taking part in any activity and/or event provided by Summit to Savour and/or its third party associates, customers accept and agree that they understand and will abide by the terms set out in our 'medical disclaimer form.'
8. By taking part in any activity and/or event provided by Summit to Savour and/or any of its third party associates, customers agree to abide by any safety instructions given to them by any member of the Summit to Savour team and/or any of its third party associates. Although we appreciate that many of our clients will have a working knowledge of some of the safety systems that we use when providing activities, clients are reminded that when they are under the supervision of an instructor from either Summit to Savour or one of its third party associates, they must concede to their judgement. Any safety decisions made by any of our instructors or third party associates during the course of an activity or event must be respected.
9. After commencing an activity, Summit to Savour and/or any of its third party associates reserve the right to alter, shorten or even completely abandon an activity due to genuine concerns about group safety. In circumstances such as these, refunds or credit note options will be discussed, depending on how the activity duration has been impacted. As a rule of thumb, customers whose activity duration is reduced by 50% or more will be entitled to a 50% refund or a credit note for 50% value of the experience. Customers whose activity duration has been reduced by less than 50% will receive no monetary refund or company credit note.

Behaviour and conduct

10. Summit to Savour and/or its third party associates reserve the right to cancel and/or completely abandon any activity or event where the conduct of participants is deemed to be inappropriate (*). Examples of inappropriate conduct or behaviour are listed below.
 - Physical, verbal or emotional abuse towards members of staff from either Summit to Savour or its third party associates.
 - Physical, verbal or emotional abuse towards other members of the public
 - Physical, verbal or emotional abuse towards other members of the group.
 - Purposeful destruction or defacement of the environment, flora and fauna and/or private or public property. (This includes littering, inappropriate defecation, graffiti and habitat destruction)
 - Inappropriate parking resulting in disruption to the local community.

* Any customer to be found in violation of the above terms will have their booking cancelled or terminated without any entitlement to a monetary refund or company credit note.