



## **BESPOKE DUKE OF EDINBURGH'S AWARD TRAINING & EXPEDITION(S)**

### **BOOKING TERMS & CONDITIONS**

#### **How to Book**

Bookings can be made by completing the online Registration Form and submitting it to Chase Training Solutions. To secure the registration, payment of the full advertised expedition fee is required and details of how to make payment will be given through an email sent after the application is received.

Invoicing for the training and/or expedition fees can be submitted to organisations upon request.

#### **Cancellations**

- There is no charge for cancellations received 61 or more days before the start of the Bespoke Training and/or Expeditions, and the expedition fee will be refunded in full.
- Cancellations received 31-60 days before the start of the Bespoke Training and/or Expeditions are subject to a cancellation fee of 50 per cent of the fee.
- Cancellations received 15-30 days before the start of the Bespoke Training and/or Expeditions are subject to a cancellation fee of 75 per cent of the fee.
- Cancellations received 0-14 days before the start of the Bespoke Training and/or Expeditions are subject to a cancellation fee of 100 per cent of the fee.
- Please note that if, for whatever reason, you withdraw from the Bespoke Training and/or Expeditions once it has started, there will be no right to any refund, irrespective of circumstances, and you will be responsible for arranging your own transport back home as soon as practically possible. We are unable to accommodate, or take responsibility for, individuals or groups once they have withdrawn from any aspect of the Bespoke Training and/or Expeditions.

#### **Cancellation by Chase Training Solutions**

The Bespoke Training and/or Expeditions will run as advertised subject to there being a minimum number of participants (fully paid) in place, failing which it will be cancelled. We will, where possible, not cancel a Bespoke Training and/or Expeditions in these circumstances less than two weeks before it is scheduled to start.

Chase Training Solutions also reserves the right to cancel any Bespoke Training and/or Expeditions, at any time, prior to commencement, due to other circumstances beyond our control, which make it impossible for Chase Training Solutions to operate to the planned schedule.

In either case, if the Bespoke Training and/or Expeditions is cancelled for which you have made a fully paid booking; you may transfer to the next available Bespoke Training and/or Expeditions organised by Chase Training Solutions. In these circumstances Chase Training Solutions will take all reasonable steps to accommodate your wishes as to a suitable alternative. If after reasonable efforts by both yourself and Chase Training Solutions, it is not possible to agree a transfer of your booking, you may claim a full refund of the fee.

#### **Equipment Hire**

The hirer accepts full responsibility to Chase Training Solutions for loss or damage to any equipment hired or freely loaned, during the period of the Bespoke Training and/or Expeditions, from whatever cause, and is fully responsible to Chase Training Solutions for the safekeeping of the equipment and its return in equal order to Chase Training Solutions at the end of the expedition. The hirer shall pay Chase Training Solutions for all repairs and replacements to the equipment in the event of damage or loss.

#### **Insurance**

CTS will be responsible for only their own liability, including neglect attributable to its employees in the course of their duty; therefore, CTS has a public liability insurance policy of up to £5m, along with appropriate Employers Liability Insurance. Please note that this is not 'Travel' type insurance and does not cover loss or damage to personal property, illness, injury, cancellation, etc. Participants or their parent/guardians are responsible for any additional insurance (i.e. personal accident, property, etc.) for the Bespoke Training and/or Expedition is in place and are advised to take out such insurance cover.

#### **Team Numbers**

As soon as all participants' names are confirmed, they will be divided into teams of between 4 and 7. If requested, we will endeavour to place friends into the same Expedition Teams. Each team member will be informed of the names and contact details of the other team members, allowing preliminary introductions to be carried out and to make plans for and the purchase of expedition food.

By registering on the Bespoke expedition, you are agreeing for your details to be shared in this way. As you would expect, no confidential information will be disclosed to other team members.



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