CHASE TRAINING SOLUTIONS

OPEN SILVER DUKE OF EDINBURGH'S AWARD TRAINING & EXPEDITION BOOKING TERMS & CONDITIONS

1. How to Book

Bookings are made by completing the online Registration Form and submitting it to Chase Training Solutions (CTS). To secure a place, applicants must pay either a 50% deposit or the full advertised expedition fee. After submitting the Registration Form, applicants will be automatically redirected to a secure Stripe payment page to complete payment.

Organisations may request an invoice for Training and/or Expedition fees. Invoiced bookings are only confirmed once payment has been received.

The balance of the expedition fee is due no later than 30 days prior to the commencement of the expedition to confirm the booking. In the absence of payment by this date, the booking is considered cancelled and the deposit will be retained.

2. Cancellations by Participants

- 61+ days before the start date: No charge. The expedition fee will be refunded in full.
- 31–60 days before the start date: A cancellation fee of 50% of the expedition fee applies.
- 15–30 days before the start date: A cancellation fee of 75% of the expedition fee applies.
- 0–14 days before the start date: A cancellation fee of 100% of the expedition fee applies.

If a participant withdraws from the Training and/or Expedition after it has started, no refund will be issued under any circumstances. Participants who withdraw are responsible for arranging their own transport home as soon as practically possible. CTS cannot accommodate or take responsibility for individuals or groups once they have withdrawn from any part of the programme.

3. Cancellation by Chase Training Solutions

CTS will run all advertised Open Training and/or Expeditions subject to a minimum number of fully paid participants. If minimum numbers are not met, CTS may cancel the programme. Where possible, CTS will avoid cancelling within two weeks of the scheduled start date.

CTS also reserves the right to cancel any Training and/or Expedition at any time prior to commencement due to circumstances beyond our control that make delivery impossible (e.g., severe weather, staff illness, access restrictions, national emergencies).

If CTS cancels an event for which you have made a fully paid booking, you may:

- transfer to the next available CTS Open Training and/or Expedition, or
- receive a full refund if, after reasonable efforts by both parties, a suitable transfer cannot be agreed.

4. Equipment Hire

Participants hiring or borrowing equipment from CTS accept full responsibility for its safekeeping throughout the Training and/or Expedition. The hirer is liable for the full cost of repair or replacement in the event of loss or damage, regardless of cause. All equipment must be returned in the same condition in which it was issued.

5. Insurance

CTS is responsible only for its own liability, including negligence attributable to its employees while acting in the course of their duties. CTS holds Public Liability Insurance up to £10 million and appropriate Employers' Liability Insurance.

This insurance does not cover:

- personal accident or injury
- loss or damage to personal property
- cancellation due to illness, injury, or other personal circumstances
- travel-related issues

Participants (or their parent/carers) are responsible for arranging any additional insurance they deem necessary, including personal accident, property, or cancellation cover.

6. Expedition Teams

On the first day of the Open Expedition, and prior to route planning, participants will be organised into Expedition Teams of five to seven. CTS will make reasonable efforts to place friends together where requested; however, final team composition will be determined by staff to ensure safe, balanced, and compliant expedition groups.