

Booking Conditions for Aspire Adventures

At Aspire Adventures we pride ourselves on delivering world class adventures and experiences while maintaining a flexible, personal approach to your booking experience.

We do however have some conditions detailed below but will also look to be attentive to each individual needs and situation.

1. If you choose the payment option of deposit and final payment, the final payment is due no later than 3 months before departure.
2. If you chose a deposit with final payment in country, you must have the payment pre-counted and ready to have over before the expedition starts.
3. If you have paid in full for your expedition and need to cancel at least 6 months before departure, you shall receive a 100% refund minus a £75 admin fee.
4. If you have paid in full for your expedition and need to cancel between 6 months and 3 months before departure, you shall receive 100% refund minus a £75 admin fee if your space can be filled.
5. If you have paid in full for your expedition and need to cancel with less than 3 months left before departure, you shall receive 100% refund minus £75 admin fee if your space can be filled and if not, you shall receive 50% refund.
6. If you have paid in full and you have to cancel your expedition with less than 4 weeks before departure, you will receive 100% refund minus £75 if your space can be filled and if not, you shall lose 100% of the money paid.
7. If you have paid a deposit for your expedition, then the above points (3-6) apply in terms of percentage and timeframe.
8. Payment invoices will be supplied upon request if needed for business reasons or insurance claim purposes.
9. Should you wish to move your space on any Aspire Adventures course, expedition or skills workshop you shall be given every opportunity if space allows and there is a minimum of 4 weeks' notice.
10. While your email is needed for booking purposes, it will not be shared with anyone outside of Aspire Adventures or The Rawles Group Ltd family of businesses.

11. When booking you agree that you are booking on an adventure experience and will be fit for the purpose of what you have booked.
12. After booking you will receive a registration form which must be completed at least 4 weeks before the experience or adventure you have booked on. This form is not shared with anyone who does not have an interest in your safety and well-being e.g. mountain leaders or guides.
13. You will be sent kit list and further information once you have booked.
14. For expeditions your email will be entered into an email distribution list and receive information about what is needed to be successful. This is not a newsletter.
15. Aspire Adventures uses third party systems to provide this booking experience. At the time of writing, they are Snipcart, Stripe, Zapier and MailChimp. Details of their privacy policies and terms and conditions will be available on their respective websites.
16. All emails regarding Aspire Adventures will be from an @aspire-adventures.com email address -please ensure this is in your safe/white list to ensure emails are not missed.
17. Once you have booked, you should consider getting insurance as soon as possible. Aspire Adventures can advise on suitability for your experience or adventure.
18. A kit list will be supplied and it's your responsibility to ensure you have the correct items needed for your success.
19. We reserve the right to remove you from any expedition or experience if your actions put people at risk. This includes yourself, leaders, others in the team or people in the local environment.
20. You accept any risk associated with not being open and honest. This includes (but is not limited to) non-disclosure of medical information or incorrect details of experience.
21. If Aspire Adventures have to cancel or move any of their courses, experiences, workshops or expeditions, you will be given the opportunity for a full refund or move the space at no charge.
22. Any mountain leaders, guides or freelance staff that we use will be vetted before their time with you. This includes insurances, qualifications and security checks. Aspire Adventures only work with the best.