



# Booking Terms and Conditions

## 2 Day Navigation Weekend

These terms and conditions accompany an invoice that is sent to you by MountainSphere Adventures and Education for your participation in a 2 day navigation weekend. By paying your invoice you are agreeing to these booking terms and conditions.

These terms and conditions may be varied with written agreement between you and MountainSphere Adventures and Education.

## 1. Payment

- 1.1 Your place on the navigation weekend is not confirmed until your invoice is paid in full. Until such time as payment is received, your place on the navigation weekend may be taken by others.
- 1.2 You may, with prior written agreement, be able to secure your place on the navigation weekend by paying a non-refundable deposit of \$100 with the balance due at a date agreed to in writing by MountainSphere Adventures.
- 1.3 Payment should be made by one of the payment methods detailed on your invoice.
- 1.4 Payment is expected by the due date on the invoice. If you have not paid by the due date your place on the trip may be taken by others.

## 2. Communication With You

- 2.1 The primary method of communication on all matters regarding your booking is by email. You may also receive some occasional correspondence or reminders by text message to the mobile phone number you provided in your application.
- 2.2 Communication by other means such as WhatsApp or Messenger may optionally be used however all critical information about the trip and about your booking and payment is by email.
- 2.3 You will not receive unsolicited advertising or promotional messages, and your contact details will not be disclosed to third parties except where necessary to ensure your safety or to meet regulatory requirements.

## 3. Medical and Waiver Forms

- 3.1 After you pay your invoice you will be sent links to a Medical Form and a Waiver Form that will need to be completed prior to the trip start date.
- 3.2 By paying your invoice you agree to complete the medical and waiver forms and to do so truthfully.
- 3.3 The information you provide on the medical form will be treated in the strictest confidence, is encrypted with public/private key end-to-end encryption, and will only be accessed if required for your health and safety on the navigation weekend.
- 3.4 The data you provide on the medical form will be permanently deleted once it is no longer required, which is after you have attended your navigation weekend.

## 4. Cancellation By Me

- 4.1 In rare circumstances it may be necessary for MountainSphere Adventures to cancel or postpone the navigation weekend. This may occur in the case of very bad weather, park closure, or if MountainSphere Adventures cannot operate the trip due to personal or other reasons. In this case you will be offered an alternative date for a navigation weekend. I will work with you to arrange a suitable date.
- 4.2 If you are unable to attend on any alternative date that is offered, you will be offered a full refund.

## 5. Cancellation By You

- 5.1 It is considered a cancellation by you if you have paid your invoice and have received a booking confirmation email but are no longer able to come or you decide not to come for whatever reason.
- 5.2 Transferring your paid booking to another person is not permitted except with the prior written consent of MountainSphere Adventures and Education. See [Transferring to Another Person](#).
- 5.3 If you wish to cancel your booking and you do so with more than 2 weeks' written notice then you will receive a refund of whatever you have paid less an admin charge of \$100.
- 5.4 If you wish to cancel your booking and you provide between 1 week and 2 weeks' written notice then you will receive a refund of whatever you have paid less \$200.
- 5.5 If you wish to cancel your booking and you provide less than 1 weeks' written notice you will receive a refund of whatever you have paid less \$280.
- 5.6 The amount of notice you give is calculated as the difference in days and hours between 08:00 on the start date of the navigation weekend and the date and time that your notification email is received by my email server.

## 6. Transferring to Another Date

Your booking is for the person named and for the trip date specified in the email confirmation that you will receive after I receive your payment. If you want to transfer your booking to a later date then this can be done for a fee provided certain conditions are met. These are as follows.

- 6.1 If your request for a transfer is made at least 2 weeks prior to the original trip start date then the transfer fee is \$30.
- 6.2 If your request for a transfer is made between 1 week and 2 weeks prior to the original trip start date then the transfer fee is \$50.
- 6.3 If your request for a transfer is made with less than 1 weeks' notice then the transfer fee is \$100.
- 6.4 If I initiate the transfer by making an approach to you to change to a different date, then there is no transfer fee, in such circumstances the transfer will be done free of charge.
- 6.5 We must agree on a new date for the navigation weekend that you want to transfer to. If the new date is left as open ended then it is treated as a cancellation and not a transfer.
- 6.6 There must be places available on the navigation weekend that you are transferring to.
- 6.7 The date you want to transfer to must be within certain limits:
  - 6.7.1 If the original trip start date is before June 30 of any year then the transfer must be to a trip before 31 December in that same year, otherwise it is treated as a cancellation.
  - 6.7.2 If the original trip start date is after July 1 of any year then the transfer must be to a trip before 30 June in the following year, otherwise it is treated as a cancellation.
- 6.8 The transfer is only brought into effect once the transfer fee is paid and you have received a confirmation email detailing your new navigation weekend date. Until then, your booking remains for the original date.
- 6.9 If you want to transfer to an earlier date than on your original booking and if there are places available on the earlier date, then normally the transfer fee will be waived.
- 6.10 If you transfer to a later date and if you find a friend or relative to take your original spot and if that person is accepted by MountainSphere Adventures and booked in and paid into your original spot then the transfer fee for you is waived and no additional charges are payable by you.

- 6.11 If there is a price change to the navigation weekend between the original trip start date and the date you are transferring to, then the difference between the old and new price for the navigation weekend will be added to the transfer fee that you need to pay.

## 7. Transferring To Another Person

Your booking is for the person named and for the trip date specified in the email confirmation that you will receive after I receive your payment.

- 7.1 Transferring your booking to a friend or family member is not permitted except with the written permission of MountainSphere Adventures and will usually attract some form of transfer or cancellation charge.
- 7.2 Accepting a transfer to another person is at the discretion of MountainSphere Adventures.
- 7.3 The new applicant will need to complete an online application, waiver and medical form and will be considered for admission upon review of those forms.
- 7.4 An admin fee of \$50 applies whenever you request a transfer of your booking to another person and if this transfer is accepted by MountainSphere Adventures.
- 7.5 Transfers are normally processed as a cancellation of the original booking with refund of the original invoice less the \$50 admin fee, and a new invoice being issued to the transferee. The refund to the original person is processed upon receipt of payment by the transferee.
- 7.6 Alternatively if you make your own arrangements with the transferee, then payment of the \$50 admin fee by one of you will secure the transfer.

## 8. Payment of Refunds

- 8.1 In order to receive a refund you must provide bank account details for the refund to be paid into.