

THE MOUNTAIN GOAT

Mountain Goat Ltd, Victoria Street, Windermere, LA23 1AD

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How to Book

When you have selected your Mountain Goat Holiday, please complete a booking form and send it to us with your payment.

Booking and Deposit Payments

For short break bookings of 2, 3 or 4 nights, your payment should be the full value of the package. For 7 night holidays, we require a deposit of £90.00pp with your completed booking form.

The person signing the booking form does so, on behalf of and with the authority of all those persons included on the booking form, and recognises the liabilities associated with making, amending or cancelling the booking. The booking is confirmed when you receive a written confirmation from Mountain Goat. Every booking is accepted by the conditions imposed by ourselves, the hotels, and any other companies involved in the provision of the holiday.

Holiday Price

Holiday prices are as shown within the holiday brochure or leaflet & the website, & include all entrances as described including VAT at the current rate. We reserve the right to pass on any surcharges resulting from Government action including licensing, fuel duty, bonding and VAT.

Payment

The balance of the 7 night holiday cost must be paid for at least six weeks before departure. If the balance is not paid, then Mountain Goat Holidays reserve the right to cancel the holiday, retain any deposit and apply cancellation charges as shown.

Holiday Booking Amendment

After confirmation has been issued, any amendments to the holiday must be notified in writing by the person signing the booking form. An administration charge of £30.00 will be made to effect the amendment.

Holiday Booking Cancellation

You may cancel your holiday booking at any time, but the cancellation must be immediately confirmed in writing. In this event we will then retain the deposit and apply the cancellation charges as shown:

Cancellation Charge Scale

Days Prior to Arrival:

More than 42 days – Deposit only for 7 night holidays or 10% of the holiday cost for short breaks

28-42 days – 30% of the holiday cost

14-27 days – 45% of the holiday cost

7 - 13 days – 60% of the holiday cost

1 - 6 days – 100% of the holiday cost

If your reason for cancellation is covered under terms of your holiday insurance policy, you may be able to reclaim these charges.

Variations

Holiday arrangements are made many months in advance. If there is a need to make any change you will be advised at the earliest opportunity. If we need to materially alter the holiday package or even cancel it within 6 weeks of the start date, you will again be advised at the earliest opportunity and offered the package amendment, an alternative holiday or booking cancellation with full refund of monies paid to Mountain Goat Ltd for that holiday.

Liabilities

We accept responsibility for ensuring that all component parts of your holiday as described in the brochure are supplied to you at a reasonable standard.

Mountain Goat Holidays have taken all reasonable steps to ensure that your package holiday components are provided safely and efficiently. We accept liability for personal injury caused by negligence of ourselves, our employees and our agents, provided that we are notified within 3 months of the end of the holiday and that you assign to Mountain Goat Holidays, any rights against any other person or party relating to the claim and that you co-operate fully should we or our insurers wish to enforce those rights.

We do not accept liability for holiday cancellations caused through war, or threat thereof, riot, civil strife, industrial action, terrorist activity, natural or nuclear disaster, fire or adverse weather conditions. We do not accept liability for personal injury caused during travelling to and from the holiday package, unless you are travelling on Mountain Goat's own

When you incur personal injury which has not arisen from an activity which forms part of the Mountain Goat Holiday Package, we will provide guidance and assistance to help you in resolving any claim you may have against a third party.

Other Conditions

Smoking is not permitted on Mountain Goat vehicles. We regret that pets are not allowed other than guide dogs and this must be by prior arrangement before the booking is confirmed. We will do our best to ensure that any special requirements are fulfilled such as requests for particular accommodation or seat allocation. However, we do not accept any liability if your requests are not satisfied.

Complaints

If you have a complaint, please raise the matter with your Driver/Guide as soon as possible. He/she will do their best to resolve it for you. If they are unable to resolve your complaint, please notify our office at: Victoria Street, Windermere, Cumbria, LA23 1AD within 14 days of the end of your holiday. We will investigate your complaint and keep you informed of our progress. It is our objective to resolve all complaints amicably. Please note that responses during high season may take a little longer as we have to wait for replies from other parties involved.

Travel Agents

Please note that deposits paid to travel agents are held by the travel agent on behalf of the customer until the booking is confirmed. Thereafter any monies held by the travel agent are held on behalf of Mountain Goat holidays. This only applies to travel agents who are members of ABTA.

Brochure Information

We do our best to ensure that all information contained within our brochure & on our website is accurate. If there is any change or correction to the information after you have made a booking, you will be notified at the earliest opportunity.

Financial Failure Insurance

Mountain Goat Ltd is a company committed to customer satisfaction & customer financial protection. We are therefore pleased to announce that, at no extra cost to you, and in accordance with "The Package Travel, Package Tours Regulations 1992", all passengers booking with Mountain Goat Ltd are fully insured for the initial deposit & subsequently the balance of monies paid as detailed in your booking confirmation form. The policy will also include repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Mountain Goat Ltd. This insurance has been arranged by Towergate Chapman Stevens through HCCI International Insurance Company PLC.

Policy exclusions – this policy will not cover any monies paid for travel insurance or any claim relating to Air Flights. Please ensure the company you have booked with has the appropriate CAA/ATOL bonds in place.

Holiday Insurance

Regulations covering the sale of Travel Insurance, which is administered by the Financial Services Authority, changed with effect from 1 January 2009. We believe holiday insurance to be very important for our customers. This is for your own benefit should you have a reason to cancel your holiday or suffer an insurable incident whilst on holiday. We strongly recommend that you read carefully the Booking Conditions in the brochure/leaflet or on the website.

Wheelchair Users

If you are a wheelchair user or have mobility problems, we recommend that you speak to one of our team to ensure the holiday you want to book is suitable for you, and so we are aware of your needs.