

Heng Genting Mountain Adventures

Booking Terms and Conditions

Conditions

1. All bookings are made with Heng Genting Mountain Adventures also referred to as HGMA.
2. Climbing and Mountaineering are hazardous activities with a danger of personal injury or death. Although we take every care to minimize these risks, participants of HGMA courses should be aware of and accept these risks, and be responsible for their own actions and involvement. Neither HGMA nor any of its representatives will be responsible for any illness, injury or death sustained on our Climbing or Mountaineering Courses, nor will they be liable for uninsured losses of client property.
3. All HGMA Courses and Holidays are only available to participants aged 18 or over unless they are accompanied by their Parent or Legal Guardian for the entire duration of the Course or Holiday and must be aged 12 years and upwards.
4. [Bookings & Payments](#). In order to reserve a place on any HGMA Courses or Holidays you must return a booking form together with a deposit of not less than 50% of the total cost of the course. This deposit is non-refundable (see Cancellation; By the Client). And may be paid by Cheque or [Credit/Debit Card](#)
5. On receipt of a completed booking form HGMA will send you a letter of confirmation of payment together with details of final payment, joining instructions and an equipment list plus receipt.
6. The balance of all course fees must be received no later than 4 weeks (28 Days) prior to the commencement of the Course or Holiday. Unless agreed otherwise, failure to pay the balance of the course fee by the due date will be treated as a cancellation.
7. Course fees are payable by credit/debit cards or cheque made payable to *Mr Peter J Cook*,
8. If you require HGMA to invoice a Company or Authority, please enclose a purchase order or other form of written authority with your booking form.
9. When making your booking it is implied and accepted that you have read and understood these conditions, particularly those applying to cancellation, and agree to abide by them.
10. The course fees cover instruction and all safety equipment only; or unless otherwise stated in our web brochure. The client will need to provide their own transport, beverages & accommodation for all courses. We can provide a list of contacts, upon request, for various types of accommodation, from camping, bunkhouses, B&Bs. Plus Hotels.

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Cancellation by the Client

1. All cancellations must be made in writing and will be effective from the date of receipt by Heng Genting Mountain Adventures.
2. In the event of HGMA being able to re-sell your place on a course the full course fee will be refunded less an administration charge of 10% of the total course fee.
3. In the event of Heng Genting Mountain Adventures being unable to re-sell your place on a course the following cancellation fees shall apply:
 - i) 50% of the total course fee (i.e. loss of deposit) where cancellation takes place 4 weeks prior to the commencement of the course, or,
 - ii) 75% of the total course fee where cancellation takes place less than 4 weeks prior to the commencement of the course, or,
 - iii) 100% of the total course fee where cancellation takes place within the 2 weeks prior to the commencement of the course.
4. All course bookings are transferable provided notice is given no later than 2 weeks prior to the commencement of the course and provided the transferee satisfies the pre-requirements of the course. Transferral will incur an administration charge of 10% of the total course fees as well as any cancellation fees.

Cancellation by Heng Genting Mountain Adventures

1. HGMA will make every attempt to ensure that courses run, however, Heng Genting Mountain Adventures reserves the right to cancel a course if there are insufficient numbers. In such a case HGMA will notify the client as soon as possible but not less than 5 days prior to the commencement of the course.
2. In the event of HGMA cancelling a course the client shall be entitled to one of the following:
 - i) A full refund of all monies paid.
 - ii) A transfer of all monies paid to an alternative course

END.