

**Terms & Conditions**

Legal Jurisdiction

Alpenventures is based in Germany, and any legal action will be handled according to German law, regardless of the country of activity or the nationality of the customer.

Prices

All Alpenventures tours are priced in Euros. As tour prices are based on a variety of factors, such as exchange rates in various countries, these prices can be changed at any time. The price is not final until a tour is “booked” online at that price.

Booking, Payment and Confirmation

All tours are to booked online and payment is due in full via the website at the time of booking, unless otherwise arranged and confirmed via email with Alpenventures. Once a booking is received, Alpenventures will check availability and initiate the booking process. The customer will receive a confirmation within one week as long as all accommodations, transportation and other bookable elements of the tour are confirmed.

If there are issues with availability, Alpenventures will work closely with the customer to find an acceptable alternative. If no acceptable alternative is found, Alpenventures will refund the customer in full.

Cancelation Policy

All customers are advised to purchase travel insurance, so they are covered in the case of a necessary cancellation.

**Unforeseeable Factors:** Outdoor adventure itineraries are subject to a variety of unforeseeable factors, such as changes in hut opening seasons and trail closures. Should any changes be required to a trip for reasons excluding weather and safety conditions, Alpenventures will work with the customer to find a suitable alternative or will provide a full refund

**Conditions and Safety:** Alpenventures customers are expected to be prepared to adventure in a variety of weather conditions, as long as it is safe. Safe conditions cannot be guaranteed and Alpenventures will not provide any compensation or incur any extra costs if a trip is not fulfilled as planned due to conditions. However, safety is important to us, and Alpenventures will support our customers in re-booking huts and accommodations as much as possible if the customer and Alpenventures together deem the conditions as unsafe. \*

\*Unsafe conditions are dependent on the activity and can include avalanche danger levels for winter tours, thunderstorms during tours that include summits or high and exposed terrain, or visibility during tours requiring advanced navigation skills. In most cases, unless extreme or related to climbing or snowpack conditions, rain will not be considered an unsafe condition.

**Date Changes:** Should a date change be required by the customer; the following fee schedule applies:

* More than 30 days prior to the trip start date, we will charge a ***€ 100 per person*** administrative fee\*
* Between 29 and 12 days prior to the trip start date, we will charge a ***€ 175 per person*** administrative fee\*
* Less than 12 days prior to the trip start date, we will do our best to accommodate your needs, and will provide you with a quote to include the sum of any cancellation fees plus a ***€ 175 per person*** administrative fee\*

**Customer Cancellation:** Alpenventures understands that surprises occur in life. Our customers enjoy a 100% refund by cancellation at any time, as long as they find a replacement who participates in the planned itinerary and pays the balance in full. As adventure itineraries, especially those including hut trips, are extremely extensive to plan and book, please understand the following fee schedule for cancelling customers who are unable to find a replacement:

* More than 90 days prior to the trip start date, we will grant you a full refund less a ***€ 100 per person*** administrative fee\*
* Between 89 and 30 days prior to the trip start date, we will retain 50 percent of the trip cost
* Between 29 and 12 days prior to the trip start date, we will retain 80 percent of the trip cost
* Less than 12 days prior to the trip start date, or once the trip has begun, there will be no refund

\*Administrative fees will not be charged for cancellations that are the result of what qualify under German law as “Hoeherer Gewalt,” or extreme circumstance. Customers may have the possibility to cancel without a penalty fee in cases such as a major national disaster, a war or terrorist attack that impacts the direct area of the tour.

Unused Tour Elements

All Alpenventures tours can be customized to meet customer needs. Any unused bookings, such as huts or transportation, will not be refunded, unless agreed and confirmed (via email) with Alpenventures directly.

Limitation of Liability

**Tour Operator:** As a Tour Operator in Germany, Alpenventures is responsible to ensure all bookings are made and that the accommodations, transportation or other trip elements are satisfactory.

**Hut and Campground Accommodations:** Many of Alpenventures’ tours use hut and campground accommodations. Please understand that quality, facilities (showers, internet, etc.) can vary greatly when using these types of accommodations. Please note that at the huts, blankets and pillows are not washed between guests, rather, guests are expected to bring a hut sleeping bag (sleeping bag liner) for hygienic reasons.

**Self-Guided Outdoor Adventure:** All tours offered by Alpenventures include activities that can lead to injury or death. At the time of booking, customers are confirming that they have the skills necessary to safely participate in the specified activities without a guide. Alpenventures customers are responsible for their own decision-making on tour and are encouraged to always minimize risk and make safe decisions. Alpenventures carries no liability for accidents that happen outside of booked accommodations, to include accidents related to a lack of skill or knowledge of the adventurer, a mistake, decision-making, route conditions or acts of God.

**Tour Information:** Alpenventures is dedicated to provided adventurers with as much information and planning support as possible. Alpenventures customers are always responsible for applying their own navigation skills and judgement, rather than relying only on information provided by Alpenventures. As factors and conditions can unexpectedly change in an outdoor environment, Alpenventures does not carry any liability for the accuracy of additional tour information provided.

**Use of an Alpenventures GPS:** Customers upgrading to the EASY PACKAGE will receive a GPS with the appropriate maps and waypoints loaded. This is a service provided by Alpenventures in order to make the planning and preparation as simple as possible for our customers. However, the information provided by the GPS should never replace good judgement and traditional navigation skills. Alpenventures will not be responsible for accidents that occur related to the pre-programmed information in a provided GPS device.

Grievances

Alpenventures is dedicated to providing the best possible experience for our customers, understanding that there are many unforeseeable factors that can impact an outdoor adventure tour. In the case of a dissatisfied customer, we ask that the customer contact us as soon as possible via phone or email. We will do our best to resolve the situation.

**Formal Grievances:** If the customer is not satisfied with the resolution provided by Alpenventures, the customer is invited to submit a formal grievance in writing to [service@alpenventuresunguided.com](mailto:service@alpenventuresunguided.com). The grievance should include their reservation number, an exact description of the grievance, the relevant dates or services associated with the grievance, and any supporting documentation to prove the situation of the grievance. Alpenventures will research this request, and provide a written response to the email from which the initial grievance was sent, within 30 days.

**Statute of Limitations:** Under German law, any legal grievances against Alpenventures related to physical injury or trauma caused as a result of willful or negligent actions by Alpenventures, or its representatives, has a statute of limitations of two years. The two years starts the day after the corresponding tour ends. All other legal grievances have a statute of limitations of one year, beginning the day after the corresponding tour ends.

Country Entry Requirements (Passport, Visa, Health Requirements)

**German Citizens:** Alpenventures currently only operates tours within the Schengen Area, which allows the free movement people across borders. German citizens do not have to fulfill any requirements, in addition to carrying an approved form of identification, when participating in Alpenventures tours within the Schengen Area.

In the event that Alpenventures offers a custom tour outside of the Schengen area, entry requirements will be provided to the customer at the time of Confirmation.

**All Other Nationalities:** As country entry requirements can change unexpectedly, Alpenventures’ customers are responsible for ensuring they are able to enter the country or countries in which the tour is booked. As of August 2016, U.S. and Canadian citizens are able to receive an automatic, 90-day tourist visa upon entry with to the Schengen Area with a valid passport.