

CORONAVIRUS

Due to the ongoing uncertainty associated with the coronavirus outbreak WRHG has additional safeguards in place to offer assurance for clients when booking and attending events. These are as follows:

- Any event or private booking that has to be cancelled due to COVID-19 will be transferred to an alternative date or refunded in full.
 - o This applies whether the cancellation is made by the client e.g. due to being unwell or unable to travel under current restrictions, or WRHG in the event that government guidance dictates they are unable to operate.
- WRHG has a COVID- 19 safety protocol in place which will be emailed to clients in advance of attendance and must be read and adhered to.
- Anyone unwell with symptoms of COVID-19 or who has tested positive or who has been in contact with anyone with symptoms or who has tested positive, all in the past 10 days, must not attend.
- If you develop symptoms or test positive within 10 days of attending an event or private booking you must inform WRHG.

OPERATIONAL POLICY

All WRHG events are led by Anna Danby who is an experienced and appropriately qualified guide as per the standards approved by the national awarding body, Mountain Training. If additional or alternative guides are required, you will be informed of this prior to booking.

To ensure quality and safety group sizes are limited to a maximum of 8 for low level journeys and 6 for high level journeys and multiday events.

Due to the nature of the activities provided by WRHG it may sometimes be necessary to make changes to the planned itinerary and or destination at short notice. This may be due to factors such as: the weather, conditions underfoot or client ability. WRHG reserves the right to make changes to route choices and timings, as they see fit, in order to ensure a safe and enjoyable journey. WRHG will always seek to ensure a high quality equivalent experience regardless of any changes made.

WRHG provides information on the website and at the time of booking in relation to the physical ability required for each activity. It is the client's



responsibility to ensure that they are suitably experienced and have the fitness and equipment required to complete their chosen journey. If a client is uncertain about whether they meet the requirements for their chosen activity they should contact WRHG in advance of booking.

Clients should be aware that the WRHG activities take place in remote and wild places. There are no facilities such as toilets or cafes available on any of the journeys and clients should come prepared for this.

PHOTOGRAPHY

WRHG often take photos during events. These are solely for the use of WRHG for social media and promotional purposes, including print and online media. At the time of booking clients will be asked whether they are happy or not to be photographed and their images used in this way. WRHG will respect clients' choices and will inform others in the group should an individual not wish to be photographed.

CALLCELATION, REFUNDS & TRANSFERS

Full payment is taken at the time of booking, this includes a non-refundable £10 admin fee. In the case that a cancellation needs to be made, on grounds other than those in relation to COVID-19 (see above), the following applies:

- Cancellations more than 6 weeks in advance will receive a full refund less the £10 admin fee.
- Cancellations made between 3 and 6 weeks in advance will receive a 50% refund less the £10 fee.
- Cancellations later than 3 weeks in advance of the event are non-refundable.

If clients are no longer able to attend the date booked, they may transfer their booking to another person or an alternative date, provided they are available, at no extra cost.

If an event or private guiding is cancelled by WRHG then the booking will be transferred to an alternative date or refunded in full, as per the client's preference.



WRHG reserves the right to cancel group events with less than 2 clients are booked. In this instance the booking will be transferred to an alternative date or refunded in full, as per the client's preference.

INSURANCE

WRHG is covered under Public Liability Insurance and Professional Indemnity Insurance. Whilst we do everything possible to minimise risk, the environments we operate in do inevitably involve an element of risk. If clients wish to be covered for personal accidents, we advise that they take out their own personal insurance as they see fit, for example, as you would in relation to an active holiday or sports activity.

PRIVACY POLICY

In line with normal operational procedure WRHG collects personal information about clients at the time of booking through the booking form. WRHG may also have details stored from email and other methods of communication. This is to ensure we can provide a safe service. This information is stored securely and will not be shared with any individual or organisation outside of WRHG, nor kept unduly. Please contact us should you not wish for your details to be stored in this way.