



## Club Trips - September 2023

IBSC organises a wide range of club trips and events for the benefit of members, including day, weekend and international trips as well as training and social events. This policy sets out the general terms and conditions for participation, bookings, cancellations and refunds. This does not apply to any trips organised directly between members on a private basis - these are not official club activities.

### Availability

Members may book or attend any trip subject to availability and payment of any booking/ticket fee the club participation statement or any other conditions specific to the venue or event. Availability will depend on the type of accommodation. A proportion of spaces on weekend trips are normally set aside for new members. There is no limit to the number of trips a member can book.

**Non-members may participate in up to 2 club day trips** after which they must join the club if they wish to attend further events - this is a requirement of our club insurance. Non-members may not attend weekend or international trips or training events. There is no restriction on the number of social events non-members can attend.

Trip availability can be seen via the club events page on the website. Once trips are available to book, members will be notified via the club newsletter, WhatsApp group and other social media as will unfilled and cancellation spaces. Day trips may be added at short notice to take advantage of conditions. If the day trip is more than 7 days in advance it will be bookable via the website. Ad-hoc day trips organised with less than 7 days notice will be arranged via the members WhatsApp and Facebook.

Reserve spaces. The club no longer offers 'reserve' spaces for trips. When spaces do come available, they will be available to book via the website on a first-come-first served basis.

### Booking and Payments

All club trips or events must be booked via the club website (this includes free events). Any payments required are made through the event website using a debit or credit card. No other form of payment is accepted.

After booking you will receive an email with a receipt and further information on the trip.

Number of spaces on weekend trips will depend on the accommodation. For day trips the numbers will be determined by safety considerations and availability of Trip Contacts. It is normal with the larger trips for the group to break into smaller teams on the hill with varying objectives.

### Charges

Day trips generally do not incur any cost to the club & therefore there is normally no charge.

Weekend trips and domestic training events must be paid in full at time of booking.

International trips will usually require an initial deposit to be paid with the full balance payable at a later stage - this is often determined by the booking terms of the guide and any specific terms and conditions will be included in the trip information. Payment of the initial deposit usually commits the

club member to paying the final balance in full on the due payment date. Trips abroad are subject to currency fluctuations and in the event the cost of the trip is higher than originally indicated, the club will require participants to pay the difference.

Club social events may be ticketed depending on the event. Regular 'pub night' type events will be free. Members will usually receive free or discounted entry to most other social events.

### **Cancellation**

Club trips are often oversubscribed. If for any reason you think you will be unable to attend a trip please cancel at the earliest opportunity. This will give the best chance for other members to attend and for you to get a refund.

All club trips take a lot of work to organise and last minute cancellations can be very disruptive - please try to avoid cancelling. If you are unsure about whether a trip is right for you, you can always ask before booking - there are plenty of committee and other members who will be happy to provide you with further information to help you decide if its the right trip for you.

However, things can and do happen that may prevent you from attending and members are free to cancel. If you do need to cancel you should email [events@ibsc.org.uk](mailto:events@ibsc.org.uk) as soon as possible. You should include the details of any other member you may have found to take your space.

If you have to cancel at very short notice, ie on the day of the trip, you should do so by phoning the trip contact whose details you will have been given in trip WhatsApp group. Do not rely on leaving voicemail, direct messages or a text etc. Call and get positive confirmation of your cancellation and keep trying until you do - the trip contact may be driving, or busy with other members and may not have time to check their phone. If you don't, you may leave people waiting in the cold for you to show up.

In instances where the same member frequently cancels, consideration may be given to barring the member from booking further events until reassurance is provided this will not continue to happen. Likewise if you fail to attend an event without cancelling/informing the trip committee organiser or contact ('no-show') you may also be barred from attending further club trips.

If the club is required to cancel a trip or event then all those participating will be notified. Please note that lack of snow is generally not a reason for the club cancelling weeked trips. The fickle nature of the Scottish snow conditions and winter weather means that alternative activities such as climbing, walking, biking etc are always expected to be organised to suit the conditions. Day trips are more condition dependent and may be cancelled, or moved to a different venue at short notice to take advantage of conditions. Any changes will be notified by the Trip Contact in the WhatsApp group for that trip in consultation with those going on the trip..

### **Refunds**

Members are **strongly advised to have a travel/holiday insurance policy** to cover them for cancellations as refunds will only be offered in certain circumstances.

Full refunds are not guaranteed & the club reserves the right to withhold part of the original payment to cover Stripe costs (typically 2%) and/or unexpected trip costs.

To be eligible for a refund you must cancel in good time or be ready to find a replacement to take your place:

### Domestic trips

If you cancel at least full 2 weeks before the event, you will be refunded if your space can be filled by another member either one you find yourself or by the club. You will be refunded by the club.

If you cancel with less than 2 weeks notice, you will not be given a refund unless you can secure a replacement member to attend in your place. In such instances, after notifying the club of the name of the member taking your place, the refund should be sought directly from your replacement and not the club.

If you cancel with less than 2 weeks notice and without having secured a replacement member to take your space, the club will still offer the space to other members via the members WhatsApp group and Facebook Page and no refund will be given.

### International trips

No refund will be offered on cancellations from International trips - these often have to be booked many months in advance by the club and we are charged in full by the guide/providers regardless of numbers attending with no refund available to the club. You are strongly advised to have appropriate travel insurance in place at the time of booking your trip. This general rule may be subject to variation depending on the specific terms and conditions of the trip providers.