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## TERMS AND CONDITIONS

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Mary Reynolds, Bookings & Compliance Manager	Steve Turner, CEO	31 March 2026	April 2027
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Review – amended Booking 3.3 to 3.11	04.04.25	Mary Reynolds	
Removed – Payment 4.4	04.04.25	Mary Reynolds	
Amended – Cancellations 6.1 amended for clarity	04.04.25	Mary Reynolds	
Removed – Third Party Services 6.4	04.04.25	Mary Reynolds	
Amended – Cancellations 6.3 added for clarity	04.04.25	Mary Reynolds	
Amended – 6.6 amended for clarity	04.04.25	Mary Reynolds	
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Removed – 9 Promotional Bookings	04.04.25	Mary Reynolds	
Amended – 10. Meeting Rooms removed and changed to “Venue Hire”	04.04.25	Mary Reynolds	
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Amended – 4.2 & 4.4 Wording simplified for clarity	31.03.26	Mary Reynolds	
Added section 5.6 re: changing booking dates	31.03.26	Mary Reynolds	
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# **MOUNT COOK**

## **TERMS AND CONDITIONS OF BUSINESS**

Mount Cook Activity Limited ("Mount Cook") is a non-for-profit organisation and trades under the name Mount Cook Adventure Centre, located at Porter Lane, Middleton-by-Wirksworth, Matlock, Derbyshire, DE4 4LS.

The Company Registered Number is 08906431. VAT Registration Number is 241 6281 25.

These Terms and Conditions of Business shall apply to and be incorporated in all Contracts made by Mount Cook pertaining to the use and occupation of the Centre

### **1. DEFINITIONS**

- 1.1.** "Arrival" means the contracted date for the stay to commence
- 1.2.** "Booking" means a booking for a stay at the Centre and includes: Accommodation, Function Room Hire, Meals, Activities and any other Service or Product purchased from Mount Cook
- 1.3.** "Contract" means the contract between Mount Cook and the Customer as comprised in the Booking and these Terms and Conditions
- 1.4.** "Centre" means the buildings, woodlands, grounds, quarry and any other areas belonging or utilised by Mount Cook including all glamping pods and camping areas
- 1.5.** "Customer" means any Individual who or Group which enters into a Contract with Mount Cook
- 1.6.** "Group" means a group of persons of eight (8) or more in number
- 1.7.** "Group Leader" means in relation to a Group or Individual the nominated person who is the main point of contact throughout Booking and the stay at the Centre
- 1.8.** "Guest" means a person attending the Centre as an Individual or part of a Group
- 1.9.** "Individual" means a single person or group of persons less than eight (8) in number
- 1.10.** "Policies" means our policies published on our website denominated - Access Statement and Ground Floor Plan, Safeguarding Policy, Managing Poor Behaviour and Pet Policy
- 1.11.** "Responsible Adult" means a person of over 21 years of age who is designated to adequately supervise and act 'in loco parentis' to any Guest who is under the age of 18 years or has special care needs
- 1.12.** "Exclusive Use" means that Mount Cook will take no other bookings in respect of any specified area in the Centre, but it does not guarantee access to all facilities
- 1.13.** "Venue Hire" means that Mount Cook will allow guests use to the centre and grounds

Exclusively, with or without Mount Cook staff in attendance

## **2. CONTRACT**

- 2.1.** A Contract will be formed when a Customer pays the first invoice issued by Mount Cook in respect of a Booking
- 2.2.** The Contract will be upon the terms contained in the Booking and these Terms and Conditions of Business
- 2.3.** The Contract constitutes the entire understanding between Mount Cook and the Customer and supersedes any prior contracts, terms and conditions, promises, representations or undertakings.
- 2.4.** The provisions of the Contracts (Rights of Third Parties) Act 1999 are expressly excluded from the Contract so that no third party may claim any rights under the Contract.
- 2.5.** The products and services provided under the Contract do not fall within the Package Travel and Linked Arrangements Regulations 2018

## **3. BOOKING**

- 3.1.** Bookings may be requested by telephone, letter or email
- 3.2.** Provisional Bookings will be confirmed in an email sending an invoice which must be paid in full by the due date or the provisional Booking will be cancelled
- 3.3.** Mount Cook may without giving reasons decline to accept any request for a Booking
- 3.4.** If Mount Cook accepts a request for a Booking it will, subject to Clause 4.2, be confirmed by email. It is the responsibility of the Customer to check that all details of the Booking are correct and if not to inform Mount Cook. Mount Cook is not bound to agree to any amendments to the Booking unless the Customer requests them prior to paying the first invoice
- 3.5.** Only the Group Leader or representative for the organisation can request any amendments to the booking
- 3.6.** The Group Leader making the Booking warrants that they are legally capable of entering into the Contract and that the information they have provided to Mount Cook is correct. They further warrant that they have full authority on behalf of all Guests included in the Booking and that all such Guests are aware of and accept the terms of the Contract
- 3.7.** Where a Customer makes multiple Bookings, each will be deemed subject to a separate Contract
- 3.8.** Mount Cook will issue an invoice in respect of each accepted request for a Booking but neither Mount Cook nor the Customer will be subject to a binding Contract until that invoice has been paid in full in accordance with its terms

- 3.9. The maximum length of a Booking is fourteen (14) days and no Guest may return to the Centre within seven (7) days of departure unless agreed otherwise with Mount Cook
- 3.10. The booking arrival and departure times will be agreed in writing at the point of confirmation. Early and late arrivals/departures will not be accommodated unless pre-arranged. Guests are required to strip all bedding (including pillowcase, duvet cover and fitted sheet) and place in the corner of the bedroom before checking out.
- 3.11. Sole occupancy may be requested (either Exclusive Hire or Venue Hire) but will be subject to explicit agreement at the time of Booking and to any additional terms and conditions agreed at the time of Booking.

#### 4. PAYMENT

- 4.1. Payments can be made by BACS transfer or over the phone. Cheques are accepted provided they are sent with enough time to be cleared prior to the invoice payment due date. All invoices must be settled by their due date or Mount Cook reserves the right to cancel the Booking without refund of any payments already made
- 4.2. To confirm the Booking the first invoice must be paid as set out below:
- 4.3. **Bookings by Individuals:** Payment in full at the time of Booking  
**Bookings by Groups:** See below
  - Those made more than seven (7) months prior to Arrival:**
    - 10% on Booking
    - A further 20% six (6) months before arrival
    - The balance of 70% two (2) months before arrival
  - Those made between seven (7) and three (3) months before Arrival:**
    - 30% on Booking
    - The balance of 70% two (2) months before arrival
  - Those made less than three (3) months before Arrival:**
    - Payment in full at the time of Booking
- 4.4. Group may not bring more Guests than included in a Booking. If there are more Guests on Arrival then Mount Cook may permit extra Guests subject to payment and discretion

#### 5. CHANGES TO BOOKINGS

- 5.1. A Customer can decrease the number of Guests by a maximum of 10% up to three (3) months prior to Arrival and this will not be deemed a cancellation of the booking. Any further decrease in numbers will incur a cancellation fee and the provisions of Clause 6 will apply
- 5.2. Any decrease in numbers in the three (3) months prior to Arrival will be treated as a cancellation as per clause 6
- 5.3. If additional staff places have been paid for but a reduction in numbers now means they are not required any deposit paid towards the place(s) will be retained
- 5.4. A Customer can increase the number of Guests, provided there is availability, and Mount Cook confirms this by email

- 5.5. Mount Cook will not accept a reduction in trip duration or the removal of booked items after the initial point of payment
- 5.6. A customer can request to change the date of a booking, but this will be at the discretion of Mount Cook. We are not obligated to defer bookings or honour initial pricing on agreeing to defer bookings.

## 6. CANCELLATION OF BOOKINGS

- 6.1. A Customer may cancel a Booking at any time. Bookings cannot be cancelled in part as per Clause 5.5. Mount Cook will confirm cancellation by email
- 6.2. Bookings will be deemed to be cancelled if the Customer or Guests do not attend the Centre to take up the Booking on the date of Arrival
- 6.3. Cancellations due to illness or injury will be treated as a Cancellation and fees will apply as per section 6.4. We recommend our customers take out insurance to cover them in these circumstances
- 6.4. In the event of cancellation, the following will apply:  
In calculating the cancellation notice period, it will start from 12 noon on the date of Arrival

### Bookings by Individuals:

Notice Period	Cancellation Charge
One (1) week or more before arrival date	Refund 50% of total booking
Less than one (1) week, but more than 48 hours before arrival	Refund 25% of total booking
Less than 48 hours before arrival	Refund Nil

### Bookings by Groups:

Notice Period	Cancellation Charge
186 days or more before arrival date	Initial deposit paid
62-185 days before arrival date	Any payments received
61 days or less before arrival date	All payments received

### 6.5. Applying for Refunds:

It is the Customer's responsibility to request refunds from Mount Cook this should be done via email to the coordinator handling their booking or to [explore@mountcook.uk](mailto:explore@mountcook.uk)

### 6.6. Cancellation by Mount Cook

In the event that Mount Cook has to cancel your Booking, in total or in part, Mount Cook will inform you as soon as possible. You will have the choice of:

- Taking another booking from Mount Cook, subject to availability. In this instance the Customer may need to pay any increased cost or receive a refund in respect of any difference in cost.

- Alternatively, the Customer can accept the cancellation and receive a full refund

## 7. FORCE MAJEURE

- 7.1.** Mount Cook will not be liable if it is prevented or delayed in the performing of any of its obligations under the Contract if this is due to any cause beyond its reasonable control including (without limitation): an act of God, explosion, flood, fire or accident; war or civil disturbance; strike, industrial action or stoppages of work; any form of government intervention; a third party act or omission; failure of the Customer to arrive on time or at all or failure to supply the correct address or notify Mount Cook of any change of address
- 7.2.** During periods of extreme weather Mount Cook will endeavour to remain open and to keep Customers informed of the latest conditions. If the Centre is open, but a Customer chooses not to travel because of the weather, this will be treated as a normal cancellation and the cancellation terms set out in Clause 6 will apply

## 8. GROUP LEADERS

- 8.1.** All Bookings must have a nominated Group Leader who will be responsible for each Individual within the Group.
- 8.2.** The Group Leader will be responsible for:
- The Booking:** The Booking Process itself and payment of all Invoices
  - Dietary Requirements:** notification to Mount Cook of any special dietary requirements of any Guest which Mount Cook will use all reasonable endeavours to accommodate
  - Medical Information:** supplying any medical information or mobility requirements relevant to the stay at the Centre. Communicate any adaptations required to accommodate additional needs. Be responsible for compliance with all Data Protection legislation in supplying information to Mount Cook
  - Under 18s or those having special needs:** to be or to appoint a Responsible Adult to look after any Guests under the age of 18 years or who have special educational needs or require additional care.
  - ID:** to provide valid ID for themselves or for any Guest as required by Mount Cook
  - Behaviour and Discipline:** for the discipline and behaviour of each Guest within their group and to be responsible for all damage caused by their action or inaction
  - Room Keys:** Ensuring all room keys are returned to reception on departure; Any lost room key will incur a £5 replacement charge.

## 9. BEHAVIOUR

- 9.1.** If the behaviour of any Guest is considered by Mount Cook likely to cause danger, damage or offence or is otherwise unacceptable, Mount Cook reserves the right in its absolute discretion to terminate the Booking completely or in respect of any Guest and to ask the Customer or the Guests or all or any of them to leave the Centre

- 9.2. In these circumstances Mount Cook will not be obliged to cover any expense which may be incurred by the Customer or Guest(s) concerned and will not be liable for any claim for compensation or refunds. The Customer is responsible for the cost of any damage caused by the Customer or any Guest within their group. Should any such behaviour halt or interrupt Mount Cook's ability to continue to trade any bed, room or other facility, the Customer will be liable to compensate Mount Cook in full for all losses directly or indirectly incurred.
- 9.3. The Customer agrees that Mount Cook may, at its discretion, take a damage deposit as a security bond towards damage or un-reasonable cleaning caused by the Customer or any Guest within the Booking. The Customer will be asked to sign an agreement to ensure both parties understand what may incur deductions. If no issues, the deposit will be refunded to the Group Leader within 2 weeks of departure
- 9.4. Customers and Guests are not permitted to consume their own alcohol beverages in the Centre except with the prior written agreement of Mount Cook.
- 9.5. All liability in respect of any damage to, theft or loss of property, goods or articles brought onto or left in the Centre, either by the Group Leader or the Guests within their group shall rest with the Individual. Mount Cook will not accept liability for any of the above unless proven to be a direct result of staff negligence or breach of Mount Cook's policies or procedures
- 9.6. **Important Note:** The use of candles, incense burners, firearms and any kind of fireworks (including sparklers) are strictly prohibited at the Centre. Use of such items will result in the group or individual being asked to leave immediately, without refund

## 10. VENUE HIRE

- 10.1. A damage deposit will be taken for all Venue Hire bookings and subject to the conditions set out in 9.3
- 10.2. For venue hire, a separate agreement will need to be signed by the Group Leader prior to arrival to ensure understanding of what is expected of both parties
- 10.3. Unless otherwise agreed in writing by Mount Cook, check in times will be as follows:  
Arrival from 15:00 on first day, check out of rooms by 10:00 and depart centre by 12:00 on last day

## 11. CAMPING

- 11.1. Mount Cook are unable to allow under 18's to camp at the Centre or Millers Green without a Responsible Adult accompanying them
- 11.2. Mount Cook reserves the right to eject Guests immediately who are deemed as causing unnecessary disturbance, noise or behaviour which affects the peaceful enjoyment of the camping area or the Centre by other Guests
- 11.3. Open fires and barbecues are only permitted within designated concreted areas. Cutting or damaging trees and other vegetation is strictly prohibited, and Mount Cook requests that all Guests respect the natural conditions of the campsite and surrounding areas.

**11.4.** Guests are responsible for removal of rubbish and all personal items from the camping area

## **12. LIABILITY**

**12.1.** Mount Cook will not be liable to any Customer or Guest for any loss of personal belongings, which are the responsibility of the Guest to keep safe. Lockers are provided in bedrooms but not padlocks which must be provided by Guests

**12.2.** Except in relation to death or personal injury caused by Mount Cook's negligence, Mount Cook's liability is limited to the cost of the Booking under which the claim arises

**12.3.** In no circumstances will Mount Cook be responsible for any indirect or pecuniary losses of any nature, howsoever arising

## **13. DATA PROTECTION**

**13.1.** Mount Cook will only store and use the information supplied by a Customer for the purposes of carrying out the Contract with you and for Customer feedback, if the Customer agrees to give the same

**13.2.** Customer contact details will be held on Mount Cook's secure booking system but will be deleted at the Customer's request

**13.3.** In the event that any Group or Guest is expelled from the Centre for any reason, personal details will be stored to ensure that no future Bookings can be made

## **14. LAW**

**14.1.** The contract is subject to English law and the exclusive jurisdiction of the English Courts.