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# TERMS AND CONDITIONS

## Definitions

**Booking:** Refers to the process by which a user of the platform reserves a service offered by one of our Partners through our platform. This includes, but is not limited to, trekking, hiking, and related outdoor adventure experiences.

**Platform:** Refers to the digital infrastructure provided by Bookatrekking.com Trips BV, which includes, but is not limited to, our website and any other online or digital tools and services that we provide.

**Product:** refers to any trekking, hiking, or other outdoor adventure experience that is listed, promoted, and can be booked through Bookatrekking.com Trips BV.

## Regarding these terms

Please read these Terms carefully. When you have completed your Booking, you accept these Terms and any other terms provided during the booking process. If anything in these Terms is invalid or unenforceable (or becomes invalid or unenforceable) you will still be bound by all other content of these Terms.

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you should not access or use the Platform Services.

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## A. GENERAL TERMS AND CONDITIONS

### A1. Introductory clause

Bookatrekking.com Trips BV offers several bookable trekkings and similar products through the website <https://bookatrekking.com/>.

Bookatrekking.com is a marketplace where consumers meet suppliers.

Bookatrekking.com Trips BV acts solely as an intermediary between you and the trekking company or accommodations. Bookatrekking.com Trips BV is not a party to the contract between you as a customer and the supplier and therefore takes no responsibility or liability to you in respect of the terms and conditions of that contract whether directly or indirectly.

Bookatrekking.com Trips BV is a private company with an office in The Netherlands, Tesselschadestraat 29, 8913 HA in Leeuwarden and is registered with the Chamber of Commerce in Utrecht under number 88753344.

### A2. Applicability of the terms of use

These 'Terms and Conditions', together with our 'Privacy Policy', are bound on every part of the Website. Visitors to the Website may use the Website only on condition that they accept the Terms of Use and read and understand the Privacy Policy. By using the Website or any part of it means you accept that you have read and

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### A3. Obligations of the user

When using the Platform Services of Bookatrekking.com Trips BV, you as the user have certain obligations to ensure the smooth operation of the booking process. Please read the following sections carefully to understand these obligations.

**A3.1 Accurate Information:** As a Booker, it is your responsibility to provide accurate and current information during the booking process. This includes, but is not limited to, your full legal name, contact details, and any other information that may be required to complete your booking.

**A3.2 Representation:** If you are making a booking on behalf of other travelers, you represent and warrant that you have the legal authority to act on their behalf. You are responsible for informing such individuals about the Terms, and their obligations under them.

**A3.3 Responsibility for Fellow Travelers:** As the Booker, you are responsible for ensuring that all data provided for fellow travelers is accurate and up-to-date. This includes, but is not limited to, full legal names, dietary restrictions and any other pertinent details. You must obtain the necessary consent from fellow travelers to share this information with us, and our Partners. You are responsible for any errors or omissions in this information.

**A3.4 Payment:** As the Booker, you are responsible for full payment at the time of booking, unless otherwise stated. You agree that all payment details provided will be correct, and that you are authorized to use the payment method provided.

**A3.5 Compliance with Terms:** The Booker is required to comply with all relevant Terms and Conditions, as well as any additional terms and guidelines specified by the Partner. You also agree to abide by any laws, rules, regulations, or restrictions applicable to the Services booked.

**A3.6 Communication:** It is your responsibility as the Booker to communicate any changes, **cancellations**, or concerns to Bookatrekking.com Trips BV in a timely manner.

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laws and these Terms.

The Booker assumes all liability for any damages or losses resulting from the violation of these Terms and Conditions, and agrees to indemnify Bookatrekking.com Trips BV, its Partners, and their respective directors, officers, employees, and agents from any and all claims arising from such violations.

#### **A4. Privacy**

Please see our [Privacy Policy](#).

#### **A5. Copyright**

As between you and Bookatrekking.com, the Website is and remains protected by copyright and/or any other intellectual property rights. You acquire no rights in the Website, and in any names, trade names, and distinctive signs of any nature (including trademarks) published on the Website. You may access and view the Website, but not incorporate it into other websites, and not copy, present, license, publish, download, upload, send or make it perceptible in any other way without our prior written consent.

#### **A6. Warranties**

Bookatrekking.com makes all reasonable efforts to ensure the accuracy of the information published in or through the Website, but Bookatrekking does not provide any warranties. Bookatrekking.com may correct, modify, amend, enhance, improve and make any other changes to our website and our services at any time or discontinue displaying or providing any content or features without a notice to you, being a website visitor, a traveler or a trekking company.

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and consents to the General Terms and Conditions. The registration with Bookatrekking.com is only concluded once a confirmation is sent to the e-mail address specified by the user. A natural person must be over the age of 18 in order to register.

## **A8. Sharing information with third parties**

When you conclude a purchase of a Product offered on Bookatrekking.com, some or all of the data you have provided to Bookatrekking.com will be transmitted to the provider of such Product in order to allow the Supplier to ensure a proper execution of the booked Product. Whenever required by authorities or legal bodies Bookatrekking.com will also provide the requested information for the purpose of complying with the law. Bookatrekking.com hereby reserves the right to transmit such data to third parties, authorities, etc.

## **A9. Third-Party Content & Links to other websites**

Bookatrekking.com does not assume any responsibility for third-party content (including any activities available for booking requests, and information relating to such activities) that may be available on the Website, and for content linked to the Website or which is linked to, from it, or referred to. Bookatrekking.com does not recommend or endorse such content, and will not have any liability relating to it. Where Bookatrekking.com links to third-party websites, you use such websites at your own risk. We recommend reading the policies of these websites and review how these websites may process personally identifiable data relating to you. If you think we have illicit content on the Website, please send an email to [support@bookatrekking.com](mailto:support@bookatrekking.com).

## **A10. Travel insurance**

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unusual activities such as climbing, cliff jumping, walking at altitude, hiking or biking on uneven, unpaved or risky terrain. It is recommended to obtain **cancellation** insurance.

## A11. Force Majeure

A11.1. Definition of Force Majeure for Bookatrekking.com: For the purposes of these Terms and Conditions, 'Force Majeure' is defined as any unforeseeable and insurmountable event external to the parties, the consequences of which could not have been avoided even if all reasonable measures had been taken. This includes, but is not limited to, natural disasters, epidemics or pandemics (such as COVID-19), war, threat of war, civil disturbances, unforeseeable restrictions by statutory or official regulations, and other external unforeseeable circumstances which render the performance of the contract in whole or in part objectively impossible.

A11.2. Implications of Force Majeure: If Bookatrekking.com is rendered wholly or partly unable to perform its obligations under any booking due to Force Majeure:

- a. Bookatrekking.com shall notify the customer as soon as reasonably possible detailing the nature and extent of the Force Majeure event.
- b. Neither Bookatrekking.com nor the customer will be deemed to be in breach of the booking terms, nor shall they otherwise be liable to one another, for any delay in performance or non-performance of any obligations under the booking due to the Force Majeure event.
- c. Bookatrekking.com reserves the right to delay or cancel any trek or service. However, where **cancellation** occurs due to Force Majeure, customers will not be entitled to any compensation from Bookatrekking.com.

A11.3. Financial Implications and Responsibilities: In the event of a delay, disruption, or **cancellation** due to Force Majeure:

- a. Any and all additional costs or expenses arising out of the delay or disruption will be borne solely by the customer.

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## A12. Liability of the Traveler

You and your fellow travelers are responsible for adhering to all local (safety) measures and regulations. In the event that you fail to comply with local regulations, Bookatrekking.com Trips BV is in no way liable for any damage caused to you or anyone else. Optional activities, excursions or services that are not part of the booking are entirely at your own risk. If you breach these terms or the terms of the service provider, then we will not bear the costs.

## A13. Travel documents

You and your fellow travelers must be in possession of the necessary travel documents required for your booked destination. These include a valid passport, ID card, visa, etc. This is your responsibility as a traveler, and all possible associated costs are for your own account. Please contact Bookatrekking.com in advance for detailed information on the required documents

## A14. Applicable law

Use of this Website and Booking Platform is governed by Dutch law. Any dispute should exclusively be submitted at a competent Court in Amsterdam, The Netherlands.

# B. SPECIFIC TERMS AND CONDITIONS FOR SELF GUIDED TREKS

## B1. Introductory clause

In the case of a self guided hiking tour Bookatrekking.com Trips BV is responsible for arranging the accommodations along the route. We also provide an itinerary. This is

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is ultimately your choice and responsibility.

## **B2. Adventurous hiking route**

At Bookatrekking.com Trips BV you book accommodation along an adventurous hiking route and this inevitably involves personal risk. It may be that local weather conditions (e.g. snowfall in the mountains) or other unforeseen circumstances require you to change your hiking route. The influence this has on your hiking route is a risk and your responsibility as a traveler.

## **B3. Booking Policy**

On the website of Bookatrekking.com you can make a booking for one of the Bookatrekking.com Trips BV trips offered on that platform. After completing the booking form and paying a deposit, a booking is made with Bookatrekking.com Trips BV.

After you have made your booking, some time is needed to confirm your trip. This is because the various accommodation establishments must be checked for availability for the dates you have booked. This takes about 7 days, sometimes longer. The accommodations mentioned in the offer may vary according to availability, but will be of equivalent quality. If we can fix the desired dates we will send you a booking confirmation by e-mail and the booking will be definite.

Should it not be possible to book everything for the dates booked, we will look for alternative dates in agreement with you, the traveler. Should these dates not be possible either, then the trip cannot take place and there will be a full refund of the initial payment.

When reserving the accommodation or an accommodation type for your chosen dates, a price variation of up to € 100.00 per person per booking may occur: This can be the case when the first choice is not available.

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## B4. Payment

On Bookatrekking.com you can find and compare the adventures of your dreams. Is this trekking your match? In that case, you can proceed with your booking. At Bookatrekking.com you can choose to make a deposit or do a full payment. In the case of this trek, we will check the availability at the respective accommodations for you. There are two possible outcomes:

### *B5.1. There is availability*

We go ahead and make all necessary arrangements for your trip. Once confirmed, we will send you a confirmation and your personal hiking guide. Any outstanding amount must be paid at least eight (8) weeks before the start of the trekking. If the outstanding balance is not paid by this deadline, Bookatrekking.com Trips BV reserves the right to cancel your booking, and the applicable **cancellation** fees as outlined in our **cancellation** policy will apply.

### *B5.2. There is no availability*

If there is no availability, we will look for other starting dates or another trekking in agreement with you. Are there no other options for you? Then your initial payment will be refunded.

## B5. **Cancellation** Policy

You may cancel your trekking reservation free of charge if you notify us at least 8 weeks (56 days) prior to the scheduled departure date. If you cancel within 8 weeks of your start date, the following **cancellation** fees apply:

- **Cancellation** between 8 and 6 weeks (56 to 42 days) before departure: 30% of the total booking amount will be charged.
- **Cancellation** between 6 and 4 weeks (42 to 28 days) before departure: 50% of the total booking amount will be charged.

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Please contact us to arrange your **cancellation**. If you wish to change your booking, we will do our best to accommodate the change, but we are not obliged to do so. If a change is possible, you will receive an invoice for any additional costs incurred by the changes. This invoice must be paid to confirm the modifications. If you cancel within 8 weeks of your departure date, the corresponding **cancellation** fee (as outlined above) will apply. When changes or upgrades are made without the involvement of Bookatrekking.com Trips BV, all obligations of Bookatrekking.com Trips BV with regard to the booking will lapse.

## **B6. Changes and **cancellation** by Bookatrekking.com Trips BV**

If it is necessary to change your booked trip, we will inform you as soon as possible. If it is a drastic change that significantly reduces the quality of your trip, Bookatrekking.com will make an appropriate proposal to reduce the price of the trip. In this case, you can also choose to cancel the travel agreement free of charge.

If the change is beyond our control (e.g. a mountain hut is not accessible due to bad weather), we cannot be held responsible for this and no refund will be given. Of course, we will do everything we can to offer you a suitable alternative.

## **B7. Information**

After a definite booking, you will receive all the necessary information for your booked trip as soon as possible (no later than 7 days before the departure date). This is often an extensive travel document with the booking details of the accommodations, possible directions and other useful information made available by third parties such as the local tourist office. In some cases the relevant documents with information are available for you on location, for example at the local tourist office. The route to be followed is ultimately your responsibility as a traveler.

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## **C. SPECIFIC TERMS AND CONDITIONS FOR GUIDED TREKS**

### **C1. Introductory clause**

Bookatrekking.com Trips BV collaborates closely with carefully selected partners to offer a wide range of trekking, hiking, and related outdoor adventure experiences. While our partners are responsible for the operational execution. Together with our partners, we ensure a seamless booking process and high-quality service, providing a unified product that combines our expertise with that of our local partners.

### **C2. Booking policy**

On the website of Bookatrekking.com you can make a booking for one of the Bookatrekking.com Trips BV trips offered on that platform. Once you pay a deposit, your booking is made, you receive a payment confirmation and the availability is checked again. Once your trek is confirmed you will receive a booking confirmation with all trekking and contact details.

Should it not be possible to book everything for the dates booked, we will look for alternative dates in agreement with you, the traveler. Should these dates not be possible either, then the trip cannot take place and there will be a full refund of the initial payment.

### **C3. Payment**

On Bookatrekking.com you can find and compare the adventures of your dreams. Is this trekking your match? In that case, you can proceed with your booking. At Bookatrekking.com you can choose to make a deposit or do a full payment. After this, we will check the availability at the respective guided trip for you. There are two possible outcomes:

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deadline, Bookatrekking.com Trips BV reserves the right to cancel your booking, and the applicable **cancellation** fees as outlined in our **cancellation** policy will apply.

#### *B5.2. There is no availability*

If there is no availability, we will look for other starting dates or another trekking in agreement with you. Are there no other options for you? Then your initial payment will be refunded.

## **C4. Cancellation Policy**

You may cancel your trekking reservation free of charge if you notify us at least 8 weeks (56 days) prior to the scheduled departure date. If you cancel within 8 weeks of your start date, the following **cancellation** fees apply:

- **Cancellation** between 8 and 6 weeks (56 to 42 days) before departure: 30% of the total booking amount will be charged.
- **Cancellation** between 6 and 4 weeks (42 to 28 days) before departure: 50% of the total booking amount will be charged.
- **Cancellation** between 4 and 2 weeks (28 to 14 days) before departure: 75% of the total booking amount will be charged.
- **Cancellation** within 2 weeks (14 days) of the start date: 100% of the total booking amount will be charged.

Please contact us to arrange your **cancellation**. If you wish to change your booking, we will do our best to accommodate the change, but we are not obliged to do so. If a change is possible, you will receive an invoice for any additional costs incurred by the changes. This invoice must be paid to confirm the modifications. If you cancel within 8 weeks of your departure date, the corresponding **cancellation** fee (as outlined above) will apply. When changes or upgrades are made without the involvement of Bookatrekking.com, all obligations of Bookatrekking.com with regard to the booking will lapse.

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partners. Bookatrekking.com acts as an intermediary between you and the trekking company. Therefore, we are not a party to the contract between you and the supplier, and our liability is limited to the extent permitted by applicable law.

Bookatrekking.com Trips BV does not accept responsibility for any loss, injury, or damages incurred during participation in the trekking experiences, which are undertaken at your own risk. You acknowledge that participation in such activities involves inherent risks, and you are responsible for ensuring you are adequately prepared and insured.

By using this website, you indemnify Bookatrekking.com Trips BV from all claims, suits, demands, liabilities, costs, and expenses resulting from your use of the Website or any third-party services linked to it. Bookatrekking.com shall not be held responsible for indirect, incidental, or consequential damages arising from your use of the Website or any reliance on its content.

**Is it still not completely clear or do you have questions? Please contact us at [support@bookatrekking.com](mailto:support@bookatrekking.com). We are happy to help.**

## **TREKKING TYPE**

[Hut-to-hut hiking](#)

[Hut-to-hut hiking Dolomites](#)

[Hut-to-hut hiking Alps](#)

[Hut-to-hut hiking Austria](#)

[Hut-to-hut hiking Switzerland](#)

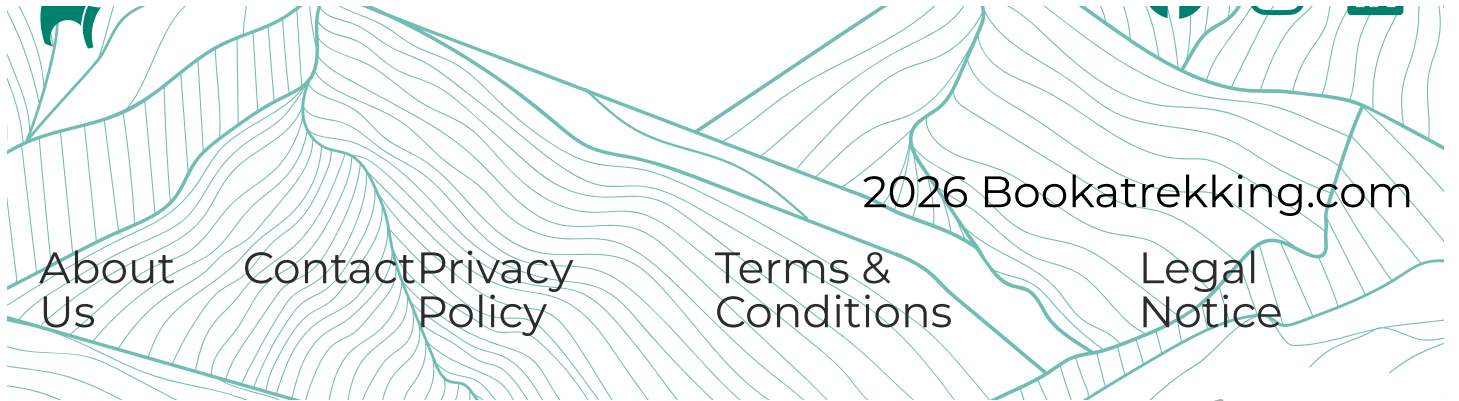
[Walking Holiday](#)

[Climb Kilimanjaro](#)

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Contact

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