

Cancellation Policy – Chaberton Outdoor Activities – APS

Chaberton Outdoor Activities – APS (“**Chaberton Outdoor**” or the “**Association**”) adopts a flexible cancellation policy, designed to protect both its members and participants as well as its guides, while ensuring organizational quality and operational safety.

Booking Confirmation and Payment

A booking is considered confirmed **only upon payment** of the activity fee, which may be made either by:

- **full advance payment**, or
- **a deposit of 30%** of the total activity cost for groups of 4 or more participants. The balance must be paid no later than 72 hours before the start of the activity, unless otherwise indicated.

For bookings made **less than 72 hours in advance**, payment is due immediately and is **non-refundable**, except in cases of cancellation by the Association.

Definitions

The reference point for calculating cancellation days is **00:00 on the day of the activity**.
Example: for an activity scheduled on Saturday, a cancellation made by 23:59 on the preceding Tuesday will be considered as made with 3 days’ notice..

Cancellation Policy – Member/Participant Side

- Cancellation 7 or more days before the scheduled date:
 - Full refund of the amount paid.
- Cancellation between 3 and 6 days before the scheduled date:
 - Refund of **50%** of the amount paid,
or
 - Full credit of the amount paid, valid for the **same type of activity** during the **same season** (winter: December–April; summer: June–October).
- Cancellation less than 3 days before the scheduled date:
 - No refund.

- However, a **credit** equal to the amount paid may be issued, valid for the same type of activity during the **same season** (winter: December–April; summer: June–October).
 - No-show (absence without notice):
 - No refund nor credit will be granted in case of non-attendance without prior communication.
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Cancellation Due to Weather Conditions

The decision regarding the feasibility of an activity lies exclusively with the Chaberton Outdoor's guides, whose priority is the **safety** of members/participants.

- If the guide determines that weather conditions do not allow for the safe conduct of the activity, the participant is entitled to:
 - a **full refund**, or
 - a **credit** for the same activity, valid within the same season (winter: December–April; summer: June–October).
 - If the participant decides to cancel due to weather, but the guide deems the activity feasible, the standard cancellation conditions (as outlined above under "**Cancellation Policy - Member/Participant side**") will apply.
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Group booking policy

To ensure availability and proper planning, the following conditions apply to **group bookings (4 or more participants)**:

- A **30% deposit** or full advance payment is required to secure the booking.
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- In case of cancellation:
 - **Up to 7 days before** the activity: the deposit (30%) will be retained. If full payment was made, the remaining **70%** will be refunded.
 - **Between 3 and 6 days before** the activity: a **50% refund**, or a **full credit** for the same type of activity, valid within the same season (winter: December–April; summer: June–October).
 - **Less than 3 days before** the activity: **no refund**.
- Please note that **reducing the number of participants** after confirmation of a group booking is treated as **cancellation**, and the same refund rules apply as above.
Example: if a group of 5 cancels 2 spots 5 days before the activity, a 50% refund may

be requested for the 2 cancelled spots, or a credit valid within the season (winter: December–April; summer: June–October).

Cancellation by Chaberton Outdoor Activities - APS

Chaberton Outdoor reserves the right to modify, cancel, postpone, or change the itinerary of an activity (in consultation with the members/participants) in the event of exceptional circumstances, including but not limited to:

- extreme or unexpected weather conditions;
- injuries or unavailability of the guide;
- safety risks;
- force majeure events.

In such cases, the member/participant may choose between:

- a **full refund**, or
- a **credit** for the full amount paid, to be used within the **same season** (winter: December–April; summer: June–October).