

DayToursWicklow.ie Terms & Conditions

Booking Terms & Conditions

A booking is deemed to be made when a phone / email reservation is made (in the case of a 1 day hike) or when the appropriate booking deposit is received (in the case of all other hikes) by HilltopTreks "The Company" from an individual or group "The Customer".

Clear understanding and acceptance of the following terms and conditions is implied when a booking is made and this constitutes the limit of The Company's liability.

Booking

You can make a provisional booking for any HilltopTreks Trek by phone, by email or through our website. You can also make a provisional booking through any Dublin-based tourist office, hotel, hostel or B&B, and through any authorised travel agent.

Provisional bookings are held for up to 14 days but cannot be guaranteed and do not become confirmed bookings until they are paid for (in the case of day hikes) or until the appropriate booking deposit is received (in the case of all other hikes).

Payment

Payment may be made by paypal, bank draft, cheque, credit card (Mastercard & VISA) and also in cash. For cheques and drafts, we can accept selected non-euro currencies but please call ahead to confirm the foreign currency equivalent for our euro-priced hikes.

Full payment for 1 day treks is due at the time of booking. For all other treks, a booking deposit of €100 per person is payable at the time of booking, and the balance is payable 21 days before the start of the trek. NOTE: Confirmed bookings cannot be guaranteed if full payment is not received within 21 days of the trek start date.

In the event of a booking being made less than 21 days before the start date, the total price is payable at the time of booking.

Insurance

It is essential that all customers have adequate personal travel insurance to cover themselves in the event of cancellations, accidents, injury, illness and loss of or damage to personal effects. In particular, participants must ensure that their insurance covers them for the activity in question. HilltopTreks cannot accept responsibility for any accident, injury or illness that may befall you or any loss of or damage to personal effects, unless such accident, injury, illness, loss or damage is caused by the negligence of HilltopTreks or its staff.

Changes to a reservation

In the event that the Customer makes material changes to a reservation which results in additional charges being incurred from third parties (e.g. guesthouses etc.) all such charges are receipted and payable by the Customer.

Deferrals

In the event that a confirmed booking is deferred by the Customer, payment is charged according to the following schedule:

1 Day Hikes:

Customer deferral:

7 or more days before start
Less than 7 days before start

Payable:

Zero
50% of price

All Other Hikes:

Customer deferral:

15 or more days before start
14 – 8 days before start
7 – 3 days before start
<48 hours before start

Payable:

Zero
30% of price
50% of price
No Refund

Cancellations

HilltopTreks reserves the right to cancel any individual booking or any scheduled hike without prior notice. In the rare event of a cancellation by HilltopTreks we will refund in full all payments made to us and will try to find you a replacement tour if at all possible.

In the event that a confirmed booking is cancelled by the Customer before the start date, payment is charged according to the following schedule:

1 Day Hikes:

Customer cancellation:

7 or more days before start
Less than 7 days before start
Less than 48hrs

Payable:

Zero
50% of price
No Refund.

All Other Hikes:

Customer cancellation:

More 21 days before start
20- 14 days before start
13 - 8 days before start
7 days before start

Payable:

Deposit only
50% of price
75% of price
No Refund.

Health, Fitness & Due Care

Hiking is a physically strenuous outdoor activity, usually undertaken in remote locations, and thus has an element of risk associated with it. The Customer understands and accepts that there is risk involved. The Customer is confident that they have a level of personal health and fitness sufficient to engage in such activity. Furthermore, the Customer confirms that they do not suffer (and have never suffered) from any pre-existing medical condition which would preclude them from participating in such an activity.

The Customer will observe due care at all times and be mindful of their personal safety and that of the group. Furthermore, on guided treks, the Customer agrees to heed the advice and instructions of the guide in relation to matters of safety at all times.

Likeness

Any photos taken by our staff on any of our trips, including ones which may include the likeness of Customers, may be used by the company for limited promotional activities such as in brochures and on the internet.

Weather Conditions

Under no circumstances can we be held responsible for weather conditions. No ticket can be cancelled or amended by you at any time on the basis of weather conditions. We accept no responsibility for weather conditions that may affect the delivery and implementation of our itinerary.

No Smoking Policy

We do not permit smoking on any of our vehicles.