DeepL
Subscribe to DeepL Pro to translate larger documents.
Visit www.DeepL.com/pro for more information.

ALTITUDE GUIDES TERMS AND CONDITIONS

UPDATED ON 12/05/2026

A] Contracting Parties

- **THE SELLER**

for travel activities or packages comprising multiple services (accommodation, transport, hire, etc.) and for individual services: full-day or half-day guiding, summit ascents, climbing schools, ice climbing, via ferrata, canyoning, etc., without any associated services;

Altitude Guides is a limited liability company (SARL) authorised to offer all-inclusive holiday packages, registered with Atout France under number IM073240010

Whose registered office is located at: 1 rue du Pont Saint André, Termignon, 73500 Val-Cenis

SIRET: 90427396800019

Intra-Community VAT

number: 24904273968 Tel:

07 85 62 21 53

Email: info@altitude-guides.com

Website: www.altitude-guides.com

- **THE PURCHASER**

Any adult individual or legal entity who purchases a holiday from ALTITUDE GUIDES, as presented on its website or via a quotation.

- **THE HOLIDAY**

The term 'stay' includes:

- basic services;
- packages of services;
- trips and holidays lasting several days.

B] Information and bookings

-A detailed description of each holiday is available on our website, www.altitude-guides.com, or by email for bespoke enquiries.

-Bookings are always confirmed following contact by telephone and/or email.

-Bookings are confirmed upon payment of a deposit or the full amount if the cost of the holiday or service is less than €500.

REGISTRATION

- By booking one of our holidays, you agree to our terms and conditions.

- Bookings can be made by email or by telephone.

- A booking is considered firm and final upon receipt by Altitude Guides of a deposit of 20% of the trip price, or the full amount if the trip price is less than €500.

- Please note that the person making the booking on behalf of the various participants undertakes to pass on to each participant the information provided by Altitude Guides regarding the booked trip.

C] Payment terms

-The full cost of the stay or service is payable if the amount is less than €500. A deposit of 20% of the total cost of the stay is required to book a stay costing more than €500. This must be paid no later than three months before the first day of the stay.

-The balance (80%) is due no later than 15 days before the start date of the stay.

- If you book less than 30 days before the start of your stay, the full amount must be paid at the time of booking.

-Payment methods:

- By bank transfer: the bank details are shown on the invoice that will be sent to you. FR7616807000043703331921348.

Please use the invoice number as the reference for your payment.

- Via payment link: we will send you a link so that you can pay directly by credit card online.

In cash: payable on arrival (for last-minute bookings only).

We do not accept holiday vouchers.

Invoicing:
For any payment whose amount has been confirmed and received by Altitude Guides, an invoice will be sent to the person who signed the booking form no later than 15 days after receipt.

D] Prices

PRICE DETAILS

The applicable prices are those available on the website for the chosen holiday. The price per holiday and per person is set on the basis of a minimum number of participants, as stated in the offer.

The customer acknowledges that they have read the information relating to the holiday they have booked. All details are set out in our product descriptions, in the quotation, or in our email correspondence. We specify what is included and what is not. Visa and tourist taxes, drinks, personal equipment and tips are not included.
These costs are therefore your responsibility and must be paid during the course of the holiday.

D] Cancellation

-Cancellation on our part: In exceptional circumstances, we may be forced to cancel a trip for reasons beyond our control, or if the minimum number of participants is not reached and the registered participants do not agree to pay a surcharge to enable the trip to go ahead with a smaller group.

You will be notified of this decision no later than 15 days before the start of your stay. An alternative solution may be offered to you. Should the alternatives offered not suit you, your payments will be refunded in full, without any further compensation. All costs incurred by you remain your responsibility (purchase of plane or train tickets, hotel, travel equipment, etc.). Altitude Guides shall not be liable for any compensation or indemnity payable to the Customer.

In the event of a sudden interruption for reasons beyond our control (such as the guide being required to assist with a mountain rescue, help someone in danger, or any other situation preventing the guide from remaining with you after ensuring your safety), we will offer to reschedule the remaining time or provide a credit note for a future activity.

In the event of the guide sustaining an injury during the activity, a postponement or a credit note will be offered for a future activity where possible. If this is not possible, a refund for the activity will be provided.

-Cancellation on your part (for whatever reason):

Any cancellation or change on your part prior to departure must be notified to us by email (info@altitude-guides.com). The date of our acknowledgement of receipt will be taken as the date of cancellation/change.

- More than three months before the date of your stay: your payments will be refunded, minus a 5% administration fee;
- Less than three months before the start of your stay, we will retain your deposit.
- Less than 15 days before the date of your stay, we will retain the balance.

If you are unable to take the holiday, you may suggest another person, provided they meet the same criteria; however, please note that any booking fees already incurred in your name will remain payable. You must notify us of this by email (info@altitude-guides.com) at least 15 days before departure.

- **Cancellation beyond your and our control:**

In the event of adverse weather conditions, Altitude Guides will propose an alternative to the originally planned trip, in particular postponing it to a later date if possible. If this alternative does not suit the customer, all payments will be refunded, except for any costs already incurred (accommodation, equipment, hire, transport, etc.).

Altitude Guides reserves the right to exclude, at any time, any person whose behaviour is likely to disrupt the smooth running or safety of the trip, or in the event of equipment failure or a lack of equipment. In such cases, the customer shall not be entitled to any refund. The same applies if a participant's technical ability is insufficient or unsuitable for the trip.

E] Insurance

Our professional liability insurance does not under any circumstances replace your personal insurance, and you are responsible for ensuring your insurance policy covers search and rescue costs, medical expenses and repatriation costs for all activities in the country where you are staying.

COMPREHENSIVE INSURANCE

We strongly recommend that you take out insurance covering cancellation costs, illness and accidents in the mountains, loss or theft of luggage, and curtailment of your trip. Before taking out a policy, please check that the payment method you are using does not already include the same cover.

REPATRIATION AND EMERGENCY ASSISTANCE INSURANCE It is compulsory to have repatriation, emergency assistance and search and rescue cover to take part in our trips. It is the participant's responsibility to check, prior to booking, the risks for which they are already covered. It is also essential to have third-party liability insurance to take part in our trips and tours.

We recommend that you take out IMPACT MULTISPORT insurance/assistance (https://www.assurance-multi-sports.com/), which mainly provides the following cover (from €3.95 per day):

- 24/7 repatriation assistance cover;
- Cover for search and rescue costs, including helicopter, up to €30,000, with no altitude limit;
- Reimbursement of sports and leisure passes;
- Personal accident cover;
- Medical expenses cover

CANCELLATION INSURANCE

For any 'all-inclusive' sports holiday, including travel, accommodation and sports activities, we recommend that you take out travel cancellation insurance.
The Impact Multi-Sport Insurance policy provides the following cover:
(https://www.assurance-multi-sports.com/AssuranceSportDetail?ID=c9414a8b-7c1e-4d5a-ba52-d8f90ee5e8f3)

- Cover for cancellation or interruption of your trip,
- Worldwide repatriation assistance,
- Cover for your luggage and personal belongings
- Search and rescue costs at sea and in the mountains, with no altitude limit, up to €25,000 (actual costs for rescue on marked trails)

F] COMPLAINTS

DISPUTES DURING THE HOLIDAY

You are required to inform Altitude Guides of any non-compliance identified during your stay by contacting us immediately on the number provided in your booking confirmation (via the website or email) or using the contact details sent to you in advance. Failure to report a non-compliance on site may affect the amount of any compensation or price reduction due if prompt reporting could have prevented or reduced the damage suffered by the traveller(s).

AFTER THE STAY

Travellers may submit any complaints in writing to Altitude Guides by email (info@altitude-guides.com). This must be done as soon as possible after the date of return from the trip, accompanied by supporting documentation.

G] SPECIFIC TERMS AND CONDITIONS OF OUR HOLIDAYS

PROVISION OF EQUIPMENT

If Altitude Guides provides you with equipment:

· In the event of loss or theft, you will be charged the price of new equipment;

· In the event of damage, you will be charged the cost of repairs