Accommodation for your Holiday

We will always aim to provide accommodation in accordance with our advertising and your booking requirements. However, in some locations the accommodation advertised may be limited, so occasionally some of the details may have to be altered from those advertised and/or requested. We may have to substitute a twin bedded room for a double room or vice versa, or one or more of the advertised overnight stops to another a few miles along the route. Very occasionally we may have to arrange accommodation not on the route requiring transfers. This is more likely at busy times, or if the holiday is booked at short notice.

Unless you inform us otherwise at the time of booking we will assume that twin beds are an acceptable alternative to a double bed, and that a stop in the location of an overnight stop of up to 3 miles (except where this creates a longer day than any other on the holiday) is an acceptable modification which does not entitle you to cancel the holiday or receive a refund. We will consult with you before booking a double instead of twin beds and before changing an overnight stop by more than 5 miles. If these changes are not acceptable, you will receive a full refund.

We always try to arrange accommodation with ensuite or private bathroom. Occasionally it is not possible to book accommodation that includes both an attached bathroom to every overnight stop, especially during busy periods or when the booking is made close to the date of departure. If you fail to inform us in writing of a medical condition, disability or other requirement that may affect your holiday before booking you may not be entitled to a refund. You should be aware that these modifications are not always possible. Any request for changes to be made during your holiday within 6 weeks of the date of departure unless compelled to do so because of private business beyond your reasonable control. If you receive a refund of all monies paid to Wandering Aengus Treks due to cancellation or material modification you are entitled to a full refund.

If You Change Your Booking

We reserve the right to modify or cancel any holiday, or any part of it, at any time up to 6 weeks before departure. In the event of cancellation by us you will receive a full refund, unless we can offer an alternative that you are happy with. Where we have materially modified the holiday in a way not covered in section 7 above, you are entitled to a full refund if you accept the modifications or are not able to travel due to illness, injury or death. Any request for transfer to another holiday, whether for transfers, compensation, damages or other arising from the cancellation or modification. For guided holidays we reserve the right to impose a limit on the maximum number of clients required is not reached. We will not cancel your travel arrangements less than 6 weeks before your departure date, except in the case of force majeure or failure by you to pay the final balance.

If You Change Your Booking

If, after our confirmation has been issued, you wish to change your travel arrangements or any element of your holiday, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be in writing from the person who made the booking or in the case of corporate bookings, to the person who requested you are subject to an administration charge of £25 per person per element, plus any further costs we incur in making such changes including the cost of any additional nights of accommodation with private bathroom for every overnight stop. Each bag should weigh no more than 20kg. An extra charge will be made for bags which exceed this weight. A single bag supplement is charged where only one bag is required to be transferred.

Luggage Transfer

Where luggage transfer has been selected on self-guided holidays we will transport your luggage securely between each overnight accommodation. Baggage is limited to one bag per person unless otherwise arranged with us. Extra bags and/or additional items may be requested to be transferred at additional cost. Requests to transfer additional luggage must be received by us at least 7 days before your first overnight stop. If you have any doubts, please speak to us before you book. We also recommend that you consider cover for hiking (which may be classified as a hazardous activity) and should provide for medical expenses in the event of illness or injury, and the cost of repatriation (if resident outside the U.K.). We also recommend that you consider cover for cancellation and curtailment of your trip by you or a third party (e.g. your airline, rail service etc.).

11. If You Cancel Your Trip

You, or any member at the time of booking, may cancel your travel arrangements at any time up to 6 weeks before departure. Written notification of cancellation from the person who made the booking or your travel agent shall take effect immediately and if the booking is not confirmed, money is committed on your behalf and cannot normally be recovered. Therefore, cancellation charges up to a maximum shown below will be levied. If you are prevented from taking part in the holiday you are entitled to nominate an alternative person to take your place without payment of cancellation fees provided the nominated person meets the requirements of the holiday. In this case both you and the nominated person will be jointly liable for any costs associated with the charge of booking.

If you cancel for any of the reasons that are not listed above, you will not be entitled to a refund. You may however be entitled to travel insurance reimbursement of your trip cost (subject to the terms and conditions of your insurance policy).

Period before departure within which notice of cancellation received

More than 6 weeks

Deposit only

6 – 5 weeks

Deposit or 50% of tip cost (whichever is greater)

5 – 4 weeks

75% of trip cost

Less than 4 weeks

100% of trip cost

12. Our Liability to You

Wandering Aengus Treks is liable for the negligence of its employees and suppliers when they are acting in the scope of their employment or in the provision of the travel arrangements. Wandering Aengus Treks is not liable for any failure that occurs in the performance of the travel arrangements which are attributable to the consumer, or attributable to a third party unconnected with the provision of the services and unforeseeable or unavoidable, or are due to unusual and unforeseeable circumstances beyond the control of Wandering Aengus Treks, and which could not have been avoided even if all due care had been exercised.

13. Your Responsibility and booking is accepted on the understanding that you understand and accept the risks and hazards potentially involved in this kind of holiday, particularly mountain and other upland walks and hikes, which include walking on uneven and possibly steep or steep ground, and which may take you away from speed access to medical facilities.

You must ensure by reading the relevant literature that you fully understand what is involved in undertaking your chosen holiday, and that you are mentally and physically capable of undertaking the walks involved in your chosen holiday.

You must tell us if you have an existing medical condition or disability that may affect your holiday before you book. This will enable us to provide you with any special arrangements which may be required.

You must bring with you the proper clothing and equipment and the required insurance. You are entirely responsible for navigation of your chosen route (see section 6 above).

14. Travel and Cancellation Insurance

We strongly recommend you arrange appropriate insurance for the complete duration of your trip. This insurance should include cover for hiking (which may be classified as a hazardous activity) and should provide for medical expenses in the event of illness or injury, and the cost of repatriation (if resident outside the U.K.). We also recommend that you consider cover for cancellation and curtailment of your trip by you or a third party (e.g. your airline, rail service etc.).

15. If You Have A Complaint

In the unlikely event that you have a problem during your trip, please inform us and we will endeavour to put things right. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to us at Wandering Aengus, at Fellside End, Fellside, Cumbria CA7 8HA, United Kingdom. It is unlikely that you will have a complaint that cannot be amicably settled between us. If your complaint is not resolved locally, you may refer us to an arbitration scheme, for example in the UK. This contract that cannot be amicably settled will be subject to English Law and will be decided by the English courts, unless you choose Scotland or Northern Ireland.

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