



Mountain Squirrel

Terms & Conditions

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Effective date: 16/01/2026

Mountain Squirrel is a trading name of Purple Squirrel Solutions Ltd (“we”, “us”, “our”).

Purple Squirrel Solutions Ltd (14954940)

By using our website, contacting us, or purchasing any service from us, you agree to these Terms & Conditions.

1. About Mountain Squirrel

Mountain Squirrel provides trip design, planning, concierge support, and booking services for winter and summer mountain holidays. This may include (but is not limited to) accommodation guidance or booking, transfers, lift passes, ski school and instructor booking, activities, itinerary planning, and private chef/chalet services via third parties.

2. Our Services

We offer different service levels, which may include:

- Consultation and trip design
- Resort and accommodation recommendations
- Booking management and coordination
- Concierge services and itinerary planning
- Private chef and chalet support services
- Activity planning and reservations
- Ongoing support during your trip (including WhatsApp support on selected packages)

Service inclusions vary depending on the package purchased and will be confirmed in writing.

3. Consultation & Recommendations

Any advice, resort guidance, or recommendations provided by Mountain Squirrel are based on the information you provide and our experience. While we aim to ensure all guidance is accurate and helpful, all travel decisions remain your responsibility.

4. Bookings with Third Parties

Many elements of your holiday may be delivered by third-party suppliers (for example: chalet companies, hotels, airlines, transfer providers, ski schools, guides, chefs, or activity providers). Where Mountain Squirrel arranges bookings on your behalf:

Your contract for those services is typically between you and the third-party supplier. Supplier terms, conditions, and cancellation policies may apply.

We are not responsible for the performance, safety, or delivery of third-party services, although we will always aim to support you and help resolve issues where possible.

5. Pricing, Quotes & Payments

Prices and quotes are provided based on availability at the time of enquiry.

All quotes may change if suppliers change prices, availability, or exchange rates.

Any service fees (if applicable) will be agreed with you before payment is taken.

Payments may be required in full or as a deposit depending on the booking type.

You are responsible for ensuring payment is made on time to secure bookings.

6. Cancellations & Refunds

6.1 Mountain Squirrel Service Fees

If your package includes a planning/service fee, this covers time spent designing and organising your trip. Unless otherwise agreed in writing: Planning/service fees are non-refundable once work has started.

6.2 Third-Party Bookings

Refunds for accommodation, transfers, lift passes, ski school, activities, and any other supplier bookings are subject to the third party's cancellation policy.

We will always provide supplier cancellation terms where available and help guide you through the process.

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7. Changes to Your Trip

If you request changes after bookings have been made, we will do our best to accommodate them.

Please note:

Changes may incur supplier admin fees or price differences

Availability may not be guaranteed

Significant changes may require additional planning time

8. Travel Insurance (Strongly Recommended)

We strongly recommend you purchase comprehensive travel insurance immediately after booking, including cover for:

Winter sports / off-piste (if applicable)

Medical treatment and repatriation

Cancellations and curtailment

Lost or delayed baggage

Activities such as heli-skiing (if booked)

You are responsible for ensuring your insurance is appropriate for your trip.

9. Health, Fitness & Ability

Some activities (including skiing, snowboarding, mountain biking, hiking, heli-skiing, and trail running) carry inherent risks.

By booking services through Mountain Squirrel, you confirm that:

You and your party are fit and able to participate

You will follow safety advice, resort rules, and supplier instructions

You accept responsibility for your own participation and decision-making

10. Safety & Liability

Mountain Squirrel is not liable for:

Injury, illness, accident, loss, or damage during travel

Weather conditions, resort closures, lift shutdowns, avalanche risk, or changes in snow conditions

Delays or cancellations caused by suppliers, airlines, weather, strikes, or other events outside our control

Losses caused by inaccurate information provided by the client

Nothing in these Terms limits liability where it cannot legally be limited under UK law.

11. 24/7 WhatsApp Support (Where Included)

Where 24/7 WhatsApp support is included as part of your package:

This service is for urgent trip support and assistance

We will respond as quickly as possible, but response times may vary depending on time zones, signal, and circumstances

Emergency services should always be contacted directly in a medical or life-threatening situation

12. Client Responsibilities

You agree to:

Provide accurate information about your group, needs, and preferences

Check all booking confirmations and details carefully

Ensure passports, visas, and travel documentation are valid

Arrive on time for transfers, lessons, and activities

Follow supplier safety guidance and local laws

13. Complaints

If you have a complaint, please contact us as soon as possible so we can try to resolve it quickly.

Email: @mountainsquirreladventures.com

If your complaint relates to a third-party supplier, you may also need to contact them directly under their own terms.

14. Intellectual Property

All content on this website, including text, branding, and imagery, belongs to Mountain Squirrel / Purple Squirrel Solutions Ltd unless stated otherwise. You may not copy or reproduce it without permission.

15. Privacy

Your personal information is handled in line with our Privacy Policy.

16. Changes to These Terms

We may update these Terms & Conditions at any time. The most recent version will always be available on our website.

17. Governing Law

These Terms & Conditions are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.