



Mountain Squirrel

Refund Policy

Refund Policy (Mountain Squirrel)

Effective date: 10/01/2026

Mountain Squirrel (“we”, “us”, “our”) aims to provide a high-quality planning and concierge service. This Refund Policy explains how refunds work for consultations, planning fees, and third-party bookings.

If you have any questions, contact us at: mountainsquirreladventures.com

1. Planning & Consultation Fees (Our Services)

Free Discovery Call

Your initial discovery call is free of charge and no refund policy applies.

Paid Consultations

If you have paid for a consultation session:

You may cancel more than 48 hours before the scheduled time for a full refund.

If you cancel within 48 hours, we may offer a reschedule (subject to availability), but refunds are not guaranteed.

If you do not attend (no-show), the fee is non-refundable.

2. Holiday Planning Packages (Mountain Squirrel Fees)

Where you purchase a planning package (such as a winter or summer planning service), refunds depend on how much work has already been completed.

Before work begins

If you cancel before we begin work, you will receive a full refund. Once we have started work (including research, provider contact, itinerary building, or booking enquiries), refunds are based on the stage reached:

Stage 1 – Briefing & Research Started: partial refund may be offered

Stage 2 – Recommendations / Shortlist Delivered: no refund (service delivered)

Stage 3 – Bookings & Reservations Started: no refund (time-sensitive work completed)

Where a partial refund applies, it will be calculated fairly based on work completed and time spent.

3. Booking & Reservation Services (Third Parties)

Mountain Squirrel may help arrange bookings with third parties such as:

Accommodation providers / chalet companies

Transfers and travel services

Equipment hire

Restaurants and activities

Guides, instructors, and experiences

Important: These services are provided by third parties. Their own refund and cancellation terms apply.

We cannot guarantee refunds for third-party bookings and we are not responsible for third-party cancellations, delays, changes, or service issues.

Where possible, we will assist you in contacting suppliers and supporting your refund request.

4. Deposits & Non-Refundable Costs

Some suppliers require deposits, and some bookings are non-refundable or partially refundable. If a supplier’s booking terms include non-refundable payments, those amounts may not be recoverable even if you cancel.

We recommend you have suitable travel insurance to cover cancellations, illness, disruption, and unexpected events.

5. Changes to Plans

Mountain conditions and travel logistics can change quickly (weather, snow conditions, lift closures, travel disruption).

We will always aim to support you and adjust recommendations where possible, but changes do not automatically entitle you to a refund of planning fees once the service has been delivered. Approved refunds will be processed back to the original payment method where possible.

Please allow 5–10 working days for refunds to appear, depending on your bank or payment provider.

6. Contact Us

If you believe a refund is due, please contact us with:

Your full name

Booking reference (if applicable)

Date of purchase

Reason for refund request

Email: mountainsquirreladventures.com

Terms & Conditions Continued

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.