



Mountain Squirrel

Privacy

Cookies

Cookie Policy (Mountain Squirrel)

Effective date:]10/01/2026 Mountain Squirrel (“we”, “us”, “our”) uses cookies and similar technologies on our website to improve your experience and understand how our site is used.

1. What Are Cookies?

Cookies are small text files stored on your device when you visit a website. They help websites function properly and can also provide analytics and marketing insights.

2. Why We Use Cookies

We may use cookies to:

- * Ensure the website works correctly
- * Remember your preferences
- * Improve website performance and user experience
- * Understand how visitors use our site (analytics)
- * Support marketing and advertising (if enabled)

3. Types of Cookies We May Use

Essential cookies

These are required for the website to function and cannot be switched off.

Performance / analytics cookies

These help us understand how visitors interact with the site so we can improve it.

Functional cookies

These remember choices you make, such as preferences or form details.

Marketing cookies

These may be used to show relevant advertising or measure marketing performance.

4. Managing Cookies

You can control cookies through your browser settings. You may also see a cookie banner on our website where you can choose which cookies to accept.

Please note that disabling cookies may affect website functionality.

5. Contact

If you have questions about cookies, contact us at: [Insert email]

Mountain Squirrel Services

Effective date: [Insert date]

These Terms and Conditions apply to all services provided by Mountain Squirrel (“we”, “us”, “our”) to you (“the client”, “you”).

By using our website, booking a consultation, or engaging our services, you agree to these Terms.

1. What We Provide

Mountain Squirrel provides:

- * Ski and winter holiday consulting
- * Summer mountain holiday planning (hiking, mountain biking, trail running)
- * Itinerary planning and concierge support
- * Recommendations and support for booking accommodation, providers, restaurants, and experiences

We provide advice, planning, and coordination services. We are not a tour operator unless explicitly stated.

2. Consultations

We may offer an initial consultation (phone/ video call) to understand your requirements and recommend suitable options.

You agree to provide accurate information about:

- * Dates and group details
- * Budget expectations
- * Ability levels and experience
- * Any medical, dietary, or accessibility requirements (where relevant)

Mountain Squirrel Services Continued

3. Third-Party Bookings

Where we recommend or assist with third-party bookings (such as chalet companies, hotels, transfers, rentals, restaurants, or activity providers):

- * Your contract for those services is with the third-party supplier
- * The supplier's own terms, conditions, and cancellation policies apply
- * We are not responsible for changes, cancellations, delays, or supplier failures outside our control

Where we book on your behalf, we will do so using the information you provide and will confirm details with you where appropriate.

4. Fees & Payment

Fees for services will be confirmed before work begins.

Where applicable:

- * Planning fees may be charged as a fixed price or hourly rate
- * Concierge or hosted support may be charged as a package price

Payment terms will be outlined on your invoice or booking confirmation.

5. Cancellations & Refunds

Client cancellations

If you cancel a planning service after work has begun, fees may still be payable for work completed up to that point.

Third-party cancellations

Refunds for accommodation, travel, equipment, or activities are subject to the third-party supplier's cancellation policy.

6. Changes to Itineraries

Mountain conditions and travel logistics can change quickly.

We may recommend changes to your itinerary due to:

- * Weather conditions
- * Safety concerns
- * Lift closures
- * Transport disruption
- * Supplier availability

We will always act in your best interests and aim to keep your holiday running smoothly.

7. Your Responsibilities

You are responsible for:

- * Holding valid travel insurance suitable for winter sports and mountain activities
- * Ensuring passports, visas, and travel documents are correct
- * Fitness and ability to participate in chosen activities
- * Following local safety guidance and resort rules

8. Limitation of Liability

We take care to provide high-quality advice and planning, but we cannot guarantee outcomes that depend on third parties or conditions outside our control.

To the maximum extent permitted by law:

- * We are not liable for losses caused by third-party suppliers, travel delays, weather, or mountain conditions
- * Our liability is limited to the amount paid to us for our services (excluding third-party booking costs)

9. Intellectual Property

All itineraries, plans, and documents we create remain our intellectual property. You may use them for your personal holiday planning, but you may not reproduce or resell them.

10. Privacy

Personal data is handled in accordance with our Privacy Policy.

11. Governing Law

These Terms are governed by the laws of England and Wales, and any disputes will be handled by the courts of England and Wales.

12. Contact

Mountain Squirrel

Email: [Insert email]