
SCOTLAND WINTER

FAQ'S



How Early do I need to Book?

Popular trips and courses fill up 2 - 3 months prior to the start date. It is always best to book as early as you can to avoid missing out.

Can I come on my Own?

Most people book as individuals. We try to create a sociable environment with shared meals with your teammates. There is a lot of teamwork and comradery when hiking and climbing so you often leave with new friends! We also encourage, friends, couples, colleagues and family to book together as a group.

Do you Offer Shorter Courses?

Yes - you can book bespoke weekend packages as a group or individuals may prefer private guiding.

What is your cancellation policy?

A non-refundable deposit is required on booking of any course or trip with Moran Mountain.

The remaining balance must be paid 6 weeks (42 days) before the start date of the course. If not received by then we are not bound to hold your booking.

We are unable to refund any monies in the event of cancellations made less than 6 weeks (42 days) before the start date of your course or trip.

Can I change the date of my booking?

You can change the date of your course or trip up to 8 weeks (56 days) prior to the start date of your booking, however thereafter you are liable for the full fee.

What happens if I get injured and cannot attend?

Your insurance cover should include cancellation cover and we can provide any supporting information or documentation you require to make a claim.

Remember to include the travel days in the period of cover. Cover should include:

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- ★ Cancellation/Curtailment
 - ★ Travel Delay/Missed Departure
 - ★ Medical Expenses and Repatriation
 - ★ Mountain Rescue
 - ★ Personal Accident
 - ★ Baggage
 - ★ Personal Liability
 - ★ Money/Documents

Is the Course cancelled when conditions are bad?

No; courses are not usually cancelled. Whatever the weather and conditions encountered we endeavour to offer you a rewarding experience. We encourage all participants to adopt a positive attitude and make the best of what we cannot control.

Activities and venues are varied to get the best out of available conditions. Much can be learnt from operating in difficult weather, and we can focus on instruction and coaching when high level activities are not possible.

What if Travel is Disrupted?

In event of difficult travel conditions (for example due to too much snow!) we are not contractually obliged to make refunds in the event of a 'no-show'. However, we do our best to be reasonable and flexible in re-arranging dates and transferring at least part of fees paid to alternative dates.

When is the best time to come for a Winter course?

We cannot answer this question. Meteorologists aren't yet smart enough to tell us months in advance which periods will offer the best weather and conditions. We schedule our courses to cover the period which on average offers the best conditions.

For the mountain weather forecast go to www.mwis.org.uk and to get avalanche forecasts plus information/pictures on conditions go to the report and blog sections of the Scottish Avalanche Service

www.sais.gov.uk .

How fit do I need to be for a Moran Mountain course?

For all courses you need to have good stamina and level of fitness. Anyone who gets out hillwalking regularly and is happy hiking for a day over rough mountain terrain will manage well on the courses. If you have never tried hiking before and you are a complete beginner then we would suggest you are able to run a 5k or walk 10k with relative ease. A positive mental attitude can do wonders for your fitness levels on the hill. We know it's cliché, but it really is all in the mind!

For technical climbing courses, strength in arms, wrists and calf muscles should be developed by prior experience of steep climbing whether outside or on indoor walls.

It is important that you notify us of any medical issues, no matter how small, prior to arrival.

What is the best Training for the courses?

Get out walking for a few days in hilly terrain with a 10-12kg rucksack in the months prior to the course. If you can't get to the hills, then indoor gym training (cross-fit, circuits, rowing, treadmill) or cycling will all help. Beware of the risk of injury if you try too much or adopt unusual methods of training. For example, repetitive road-running can easily cause stress injury and is not necessary as preparation for a mountain course.

What Qualifications do your Guides Have?

On Winter courses we employ only UK - validated Mountain Instructors (MIA or MIC level), full British Mountain Guides (BMG/IFMGA) or trainee BMGuides who have passed their summer assessment and completed their winter training course. We require all our staff to undergo a minimum of 2 days of unpaid training with us before taking our groups out independently.

Are Meals and Packed Lunches provided?

Yes - we provide breakfast, packed lunches and evening meals included in the price.

What about Drinks, Can we bring our own?

You are welcome to bring your own drinks to enjoy during the holiday.

When do I need to book Hire Kit?

We will send you a Kit List for your chosen course. All rental gear should be booked at least two weeks in advance via email of your course, we will send you an invoice for this.

Any further questions, get in touch!

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