

# Moving Heart - Terms and conditions

*Updated May 4, 2023*

These terms and conditions apply to events, courses, trainings and services offered by Moving Heart.

## **General:**

By making a reservation, you accept our terms and conditions. All our prices include VAT, unless otherwise stated. We reserve the right to change prices and order terms.

## **Registration, booking and payment terms:**

You can register for all our events through our reservation service on our website [www.movingheart.fi](http://www.movingheart.fi).

When you make a reservation, you also pay the participation fee according to the booking system's instructions, unless otherwise stated. The booking system sends you an automatic booking confirmation. This means that a place for the event has been reserved for you.

Payment for some of our events is handled by invoice after registration. This is then mentioned on the booking page of the event. A preliminary reservation is made when we receive your registration and the reservation is confirmed when we have received payment from you. Places for events are filled in order of payment. If we haven't received payment from you by the due date, we have the right to cancel the initial reservation and release the place.

## **Cancellation policy:**

Cancellation must always be made through our Booking System or in writing by email. The cancellation takes effect only when we have received it and you receive an acknowledgment from us either automatically through the system or by email.

If you choose to cancel your participation, we will refund the participation fees as follows:

### Courses, events and excursions lasting less than 12 hours

- cancellation more than 15 days before the event, refund 100% of the price
- cancellation 7-15 days before the event, refund 50% of the price
- cancellation less than 7 days before the event, no refund

### Courses, events and excursions lasting more than a day

- cancellation more than 60 days before the event, refund 100% of the price
- cancellation 30-60 days before the event, refund 80% of the price
- cancellation 15-30 days before the event, refund 40% of the price
- cancellation less than 15 days before the event, no refund

If it is not possible to organize the planned event safely according to the original plan due to weather or other conditions, we will primarily try to change the content of the event, the planned route, place or time so that the event can be organized.

Moving Heart has the right to cancel the event if there are not enough registrations or the organizer of the event faces another irreversible obstacle. In such cases, participants will be notified immediately, latest 5 days before the start of the event. We will do our best to arrange a replacement event or time. Paid participation fees will be returned in full if a new date cannot be agreed upon.

### **Responsibility:**

Each participant is responsible for himself and his personal property. Moving Heart is not responsible for participants' belongings during the event. Those who register for the event also accept the risks to themselves, which exercise, camping and activities contain. We recommend that participants take out insurance suitable for the event.

The participant is obliged to follow the instructions given by the organizer and instructor during the event to ensure safety. If the participant violates the given instructions, he can be removed from the group if safety so requires, and he is liable for compensation for the damages caused.

Moving Heart and the instructors will do their best to minimize any risk to the participants. The organizers have the first aid and safety skills required by the activity. As an event organizer, Moving Heart has liability insurance that compensates for damages caused by our own mistakes.

**Notification obligation**

Due to the special nature of the activity, the participant must notify in advance the start of the event to the organizer information about serious allergies and diseases and other matters that may affect the performance.