

## **General information about our tours**

### **BOOKING/RESERVATION:**

For a binding reservation we need: Name, age, gender and for canyoning additionally body height, clothing size and/or weight as well as shoe size (for the neoprene socks).

Please also provide a mobile phone number where we can reach you on site (should there be any last-minute changes due to the weather), an email address (so that we can send you the photos that will be taken during the tour) and finally, ideally, where you will be staying overnight (so that we know how long it will take you to get to the meeting point).

Regarding the European Data Protection Regulation (EUDSGVO): All personal data is collected exclusively for the preparation or realisation of the tour and the necessary equipment. The provision of data is voluntary! This data will only be stored temporarily (until the day of the tour) and will be completely deleted after the end of the tour! If you send us your data, you agree that we may use the data until the end of the tour.

Please be at the meeting point about 5 minutes in advance! The traffic here on Lake Garda can be tricky and any delays must be communicated to the office promptly via WhatsApp or Signal (+39 3481997199). Out of respect for the other participants, the guide can wait a maximum of 15 minutes.

### **PERSONAL REQUIREMENTS:**

A healthy physical condition and basic fitness (for canyoning also swimming skills) are sufficient for all our activities, i.e. they are suitable for "normally sporty" people. For the advanced tours, special requirements apply, which must be observed in your own interest and are absolutely necessary for all participants.

### **PAYMENT:**

You can pay for your tour in advance on site or online at the Check Yeti agency:

[https://www.checkyeti.com/en/p/1069/skyclimber?sourceId=provider-website&referrerId=skyclimber&utm\\_source=partner&utm\\_medium=provider-website&utm\\_campaign=skyclimber](https://www.checkyeti.com/en/p/1069/skyclimber?sourceId=provider-website&referrerId=skyclimber&utm_source=partner&utm_medium=provider-website&utm_campaign=skyclimber)

(If your desired date is no longer available, select the next possible date for a booking and then be sure to give us the booking number so that we can allocate the booking)

If you want to pay on site, we unfortunately require a deposit of 50% of the tour price. This can be paid by PayPal or bank transfer. Your tour can only be confirmed after receipt of payment.

### **TOURSTORNO:**

Cancellations can be made free of charge up to 48 hours before the start of the tour. In case of cancellation 48 - 24 hours before tour start, only 50% of the tour price can be refunded. Cancellations made less than 24 hours before the start of the tour will not be refunded!

### **TO BRING for CANYONING:**

For each participant, please bring a towel, swimwear and a pair of extra shoes that you will wear in the water (sturdy trainers or light hiking boots are suitable - no flip-flops, sandals, neoprene or bathing shoes!!!).

We will bring you wetsuits and socks (always freshly washed and disinfected, of course!), helmet and harness (on request also a pair of trainers with which you can go on the tour).

Please leave most of your valuables in the hotel or flat. We do have a waterproof box for your unbreakable valuables (which we also take on tour) but space is limited.

### **WHAT TO BRING for the CLIMBING/CLIMBING CLIMB:**

For the climbing / via ferrata it is sufficient to bring comfortable sportswear and shoes with a good profile (trainers or hiking boots) and a (small) rucksack with personal provisions - remember to take enough to drink in high temperatures in summer! Please don't forget your camera! We will provide you with a climbing harness, helmet and via ferrata safety equipment or all your personal safety equipment.

### **TO BRING along for MOUNTAIN BIKING:**

We have an e-MTB and helmet for you to hire for the mountain bike tour. For longer tours we recommend that you bring special cycling shorts with inserts. Please tell us your height in cm to determine the right frame size for your bike! If you want, you can bring your own helmet and/or clipless shoes and pedals. It is also advisable to bring a small water bottle and a small rucksack with personal provisions.

We will provide you with a hire e-MTB and bike helmet.

### **SAFETY/RISK:**

The safety of our guests is our top priority! However, everyone must be aware and accept that outdoor sports always involve a certain residual risk, i.e. anyone can injure themselves or others while canyoning, via ferrata or mountain biking through clumsiness or simply "by accident", for which neither SKYclimber nor the guide can be held responsible. Fearful persons who have obviously overestimated their abilities should inform the guides immediately. Our state-certified guides reserve the right to refuse activities to persons who are under the influence of alcohol or drugs. The instructions of the guides must be followed at all times!

### **WEATHER/NATURE:**

As all the activities on offer take place outdoors, the tours are of course heavily dependent on the weather and water level - but canyoning in particular is an ideal bad weather sport! In light or moderately heavy rain, we can go into the gorges without any problems - and we will get wet while canyoning anyway!

Please note that various (free) weather apps are not very reliable - especially if you want to look at the next 3 weeks / months. We check various (reliable) weather reports for the coming day several times a day... And if your safety requires it, we may have to make changes to the programme or, in the worst case, cancel tours altogether. Alternatively, if possible, we will offer you an alternative programme or another date. If this is not possible, the price already paid will be refunded immediately!

### **GENERAL TOUR AND BUSINESS CONDITIONS.**

Here is the link to our general terms and conditions as a pdf file:

[https://www.skyclimber.it/wp-content/uploads/2023/12/AGB\\_2024\\_english.pdf](https://www.skyclimber.it/wp-content/uploads/2023/12/AGB_2024_english.pdf)