

Please take a moment to read our Terms and Conditions.

A well-informed team is a happy team!



We encourage you to review these guidelines before booking your tour. Our GTCs are meant to be informative, not intimidating — we sell emotions and experiences, not bureaucracy.

Nevertheless, a few **clear rules based on many years of experience** are important for **your safety and ours**.

If you have any questions, **contact your personal mountain guide**.



Terms and Conditions for Guided Alpine Tours and Ski Safaris

Important – Two Key Points Before Booking

- Please inform us of any health conditions or medication **before booking**.
 - Carefully follow all instructions regarding **equipment and clothing**. Mountain conditions must always be taken seriously.
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Definitions

For the purposes of these Terms and Conditions, the term **“Mountain Guide”** includes **UIAGM-certified Mountain Guides and UIAGM-certified Ski Guides** working on behalf of the websites listed below.

Scope of Application

These General Terms and Conditions (GTC) apply to all contracts concluded with **Roberto Iacopelli**, VAT/P.IVA 02581930217 – UIAGM licence n.342, owner of the websites

www.discoverydolomites.com, www.via-ferrata-dolomites.com and www.skisafari-dolomites.com,

or with **climbmore.rocks by Ulrich Schwingshackl**, owner of the website www.klettern-dolomiten.com; VAT/P.IVA 02579310216, license n. 293 based in Italy – South Tyrol, Province of Bolzano).

These GTC apply to **all clients booking a tour through one of the above websites**, regardless of whether the tour is guided by Roberto Iacopelli, Ulrich Schwingshackl, or another UIAGM-certified guide appointed by either of them.

For the purposes of these GTC, the term **“Mountain Guide”** includes both UIAGM Mountain Guides and UIAGM Ski Guides who work directly for Roberto Iacopelli or for climbmore.rocks by Ulrich Schwingshackl, or who receive assignments from them.

This also includes cases where Roberto or Ulrich organize the tour and the execution is delegated to a third-party UIAGM guide.

Unless otherwise expressly communicated, these Terms and Conditions also apply to all third-party UIAGM guides appointed, unless such guides explicitly provide their own Terms and Conditions that differ from these.

Conclusion of the Contract

A contract is concluded when the client **accepts a written offer** or **confirms a booking**.

Services of the Mountain Guide

The Mountain Guide:

- Leads the tour
- Selects the itinerary
- Assesses current conditions (weather, snow, avalanche risk)
- Ensures safe navigation on via ferrata routes and alpine terrain, including ski slopes
- Manages ropes and technical equipment when required
- Provides first aid in case of emergency

All guides are **internationally certified UIAGM Mountain or Ski Guides** holding valid licenses.

We reserve the right to change the assigned guide in order to secure your booking and preferred dates.

This has never reduced the quality of a tour — in many cases, it enhances the experience.

Client Obligations

You agree to:

- Follow all instructions given by the Mountain Guide
 - Respect the equipment list provided by the Mountain Guide and required by Italian Law No. 6/1989
 - Bring the required equipment (rental available upon request – for via ferrata tours we provide helmet, harness, and via ferrata set free of charge)
 - Be in good physical condition suitable for the tour
 - Inform the guide **before booking** about any health issues or medication
 - Provide honest information about your experience and alpine abilities
 - Cooperate with the guide to maintain a positive group atmosphere
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Prices and Payments

5.1 Prices

Only the prices stated in your **current written offer** are valid.

Prices include **only the services explicitly listed** in your personalized offer.

5.2 Number of Participants

If additional participants join, a new offer will be issued.

If participants withdraw, the **agreed total price** will be redistributed among the remaining participants.

5.3 Private Tours

- Private group request → **10% surcharge** on the total price
 - If not booked as a private tour, the guide may add additional participants provided group compatibility is ensured
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5.4 Early Withdrawal

If you turn back or leave the tour early, **the full agreed price remains due.**

5.5 Booking and Payment

- **Deposit:** 30% of the total tour price is required to confirm the booking
- **Second payment:** After receipt of the deposit, an additional **20% of the total tour price is due two (2) weeks before the start of the tour**
- **Remaining balance:** The remaining amount is payable **directly on the first day of the tour**

- **Exception – Travel Agencies:**

For bookings made through **travel agencies, 100% of the total tour price must be received no later than two (2) weeks before the start of the tour**

- **Payment methods:** Cash, credit card, or bank transfer

(any transaction or processing fees are borne by the client)

- For tours taking place in the following calendar year, deposits may be split between the booking year and the tour year
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5.6 Lift Passes

Lift passes are **not included** in the tour price.

- Summer: generally low costs
 - Winter: a valid ski pass is required (Dolomiti Superski, Ikon Pass if applicable, or other)
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5.7 Tips (Gratuities)

Tips are **not mandatory** and are **not included** in the tour price.

However, if you feel that your Mountain Guide has provided excellent service, professionalism, and commitment, **tips are always welcome as a gesture of appreciation.**

The amount is entirely at the discretion of the client and has **no influence on the quality or execution of the tour.**

Cancellation Policy

6.1 Multi-Day Tours (Hut-to-Hut Tours, Ski Safaris, Tours with Overnight Stay)

- **Free cancellation:** Up to 6 months before the start of the tour
- **6–4 months before the tour:**

The deposit is retained but may be used as credit for rescheduling the tour

- **Less than 4 months before the tour:**

The deposit is retained in full, unless otherwise agreed in writing

- **Important – Second payment:**

If the tour is cancelled **within two (2) weeks before the start of the tour**, the **second payment of 20% (due two weeks prior)** will **also be retained** in case of short-notice cancellation

6.2 One-Day Tours

- **Free cancellation:** Up to 2 months before the tour date
- **After that:** The same cancellation rules as for multi-day tours apply

6.3 Bad Weather (One-Day Tours)

Only the Mountain Guide may cancel a tour due to weather conditions.

If the cancellation occurs **before the guide leaves home**, a full or partial refund of the deposit is usually granted.

Complete cancellations due to weather are rare.

The guide may also adjust the **starting time** to adapt to conditions.

6.4 General

All cancellations must be made **in writing**.

We strongly recommend taking out **travel cancellation insurance**.

Safety Adjustments

The Mountain Guide may change the itinerary, start time, or duration — or cancel the tour entirely — **at any time for safety reasons**.

If you fail to comply with instructions regarding equipment and clothing, the guide may exclude you from the tour and **the full fee remains payable**.

Liability

- The Mountain Guide is liable **only in cases of intent or gross negligence**
- The guide conducting the tour is the responsible party under these Terms and Conditions

- Liability for minor negligence is excluded to the extent permitted by law
- The guide is not responsible for rescue or recovery costs

Rescue Cost Insurance – Important Information

We recommend that you have rescue cost insurance. This covers expenses in case of an emergency, for example a sprained or broken ankle or any other situation requiring mountain rescue. (never happend to us so far)

Option 1: AVS Membership (Alpine Club South Tyrol)

You can become a member of the Alpine Club South Tyrol (AVS) via the link below. The website and navigation are available in English.

The AVS membership includes:

- Mountain rescue cost insurance
- Reduced prices in mountain huts
- Additional benefits for mountain activities

If you choose the AVS membership, please select the section:

APPIANO / EPPAN

By doing so, you support our local section, which actively invests in youth projects and local initiatives.

 <https://login.alpenverein.it/mitgliedneu>

Option 2: Aiut Alpin Membership

Alternatively, and even easier and faster to navigate and sign up, you can choose a simple rescue cost insurance through Aiut Alpin Dolomites.

- Valid throughout Europe
- 2025 prices: €40 single; €60 family

 <https://aiut-alpin-dolomites.com/en/>

Jurisdiction and Applicable Law

The place of jurisdiction is at the discretion of the guide:

Court of Bolzano or the place of the guide's registered office.

Italian law applies, with mandatory consumer protection provisions of your home country if more favorable.

Final Provisions

Invalid clauses do not affect the validity of the remaining provisions.

These GTC replace **all previous versions**, including those previously published online.

Website Use

The website provides information and enables bookings.

Use of the website is free of charge.

Data Protection

Personal data is processed in accordance with **EU GDPR** and Italian privacy laws.

Data is used solely for contract execution and legal purposes.

Please refer to our Privacy Policy for further details.

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