

IMPORTANT RULES AND INFORMATION FOR CLIENTS

The mountains are a wild and natural environment with their own risks and hazards due to geological dynamics and weather conditions that cannot be controlled by humans. Here we will provide a more in depth understanding of mountaineering and the risks involved and what we do to prevent and avoid them.

Before we begin a climb, we follow strict governmental safety standards, regarding equipment, timing and movement strategies appropriate for each activity.

For the purposes of safety for you and your mountain guide, there are some basic regulations that must be complied with. These actions are considered mandatory for customers in order for the guide to guarantee the maximum possible safety in any situation.

Below we explain these basic rules and conditions related to prevention and to be considered essential for safety purposes.

APPROPRIATE CLOTHING, SHOES AND BACKPACK

Fundamental in any mountain environment is the appropriate set of clothing, footwear and backpack. To facilitate this preparation, there is more information and video instructions on the web pages of each

program on the sites:

www.discoverydolomites.com

www.via-ferrata-dolomites.com

There is a tab on the right bar to click on for general information

as well as detailed information dedicated to each specific topic, downloadable in PDF format from this link:

https://via-ferrata-dolomites.com/wp-content/uploads/2019/02/dolomites_information_Clothing-1.pdf

There you will find detailed information regarding packing and clothing lists and backpack preparation, both for one-day climbs as well as for multi-day tours from refuge to refuge. If you have any questions regarding outdoor gear and clothing, do not hesitate to contact us for more information.

Please note:

- Wear outdoor shoes/boots appropriate for the activity, i.e. trekking, climbing. Footwear should be waterproof for activities involving glacier crossings and treks involving mountain streams.
- Waterproof jacket or shell.
- A suitable mountaineering backpack.
- Do not wear light clothing such as shorts that do not protect you from abrasions from the rock while climbing or the common low temperatures in the European Alps.

Important:

Be Prepared **BEFORE** the briefing! If you arrive to the briefing the day before departure without adequate clothing and footwear, we will indicate where you can purchase the necessary gear and equipment. These costs of course are yours solely. However, this will affect the first day's climb, in the event that the shops are not open on your briefing day. In that case, you will be required to forfeit the first day's climb so that we can still reach the refuge before evening.

INFORM THE ALPINE GUIDE OF YOUR STATE OF HEALTH

If you do not inform the mountain guide of ANY health problems and/or conditions, they will assume you are in good health and are able to face the chosen tour!

If, however, you are suffering from some chronic disease, illness or condition, it is **IMPORTANT** and **IMPERATIVE** that you communicate it

to the mountain guide **BEFORE** booking a tour.

Some pathologies that in the high mountains could be considered very critical:

- Cardiac pathologies
- Hypertension
- Asthma or breathing problems
- Epilepsy
- Serious food intolerances

The guides will use their own discretion in regards to recommending a tour suitable for you under these circumstances.

ADEQUATE PERSONAL FITNESS

BEFORE booking a tour, please read carefully and understand the details and requirements for each program and tour. We cannot stress this enough. All hikes/climbs have distances, altitudes and elevation gains listed, look at these carefully and check that you are physically fit and able to accomplish them each day! At the time of booking, this is YOUR responsibility, we cannot determine this for you. It's absolutely necessary to accurately plan a tour according to your physical fitness level.

To do this you need:

- be in a good state of health
- lead a healthy and active life
- have a basic level of physical training related to the activity (*)

(*) If you do not consistently practice any aerobic sport throughout the year, to obtain an adequate level of training before arriving, you can follow the instructions and program on the following link to help you train for your tour. These are only suggestions, we are not doctors so you should check with your doctor before beginning any training program.

The information tab is always on the right bar of each program page, available in PDF and downloadable from this link:

https://via-ferrata-dolomites.com/wp-content/uploads/2019/02/dolomites_information_Training-1.pdf

If, on the first day of a program, a client experiences difficulties due to a lack of adequate training, if the situation permits, the mountain guide can advise on or recommend an alternative program more suitable to the client's physical level.

This, however will result in a 20% increase in the total cost of the tour as the guide will have to cancel bookings of refuges and hotels and rebook new ones suitable for the changed program.

In the event of withdrawing from the tour completely and returning to the base, the mountain guide will organize the return to the base. The client, in any case, is not entitled to any or partial refund. If the return to the base requires a second guide, the relative costs will be charged to the individual client.

Adequate fitness training is fundamental for your safety and ours, please DO NOT underestimate your fitness level! If you have any questions regarding this, please ask.

FOLLOW THE SAFETY INSTRUCTIONS OF THE ALPINE GUIDE

Throughout the climbs and the periods spent in the refuges, the mountain guide will provide essential information and instructions to the client as needed.

It is the client's duty to follow all instructions of action, movement and behavior given by the mountain guide.

These indications are given to ensure the maximum safety for you and for the other participants, as well as for other climbers potentially present on the same climbing route.

If a client refuses or fails to follow the instructions given by the mountain guide, the tour will immediately be suspended and the non complying client will be safely removed from the climbing location. The tour will be considered cancelled at that moment without partial or full refund. Any additional costs incurred as a result, will be charged to the client.

Safety is our prime concern and we don't make compromises to ensure your experience is a memorable one! Thank you for your understanding.