JUST SUMMIT TRAILS

SAFETY POLICY

Last updated: September 2026

At Just Summit Trails ('Just Summit', 'we', 'us' or 'our'), safety is a shared and continuing responsibility. Outdoor experiences involve risks that cannot be completely eliminated, but those risks should be identified, assessed and managed with reasonable care.

This Safety Policy explains the principles and measures we use to plan and conduct our hikes, tours, outdoor, wellness, recreational, travel and related experiences. It also explains what we expect from participants before and during an experience.

This Policy should be read together with the Just Summit Trails Terms of Participation, the Cancellation, Refund and Transfer Policy, the Privacy Notice and the information provided for the particular experience.

1. Purpose and scope

This Policy applies to participants, Just Summit trail experience creators, guides, designated safety personnel, photographers, drivers, contractors, volunteers and other persons involved in a Just Summit experience, so far as the Policy is relevant to their role.

Our safety objectives are to:

- Plan experiences with proper regard to the route, participants, weather, access, transport and available support.
- Reduce reasonably foreseeable risks without removing the essential character of an outdoor experience.
- Give participants clear and timely safety information.
- Respond reasonably to changing conditions, illness, injury, incidents and emergencies.
- Promote a culture in which participants raise concerns early and safety decisions are respected.
- Learn from incidents, near misses, feedback and experience.

2. Our approach to safety

We will take reasonable care in organising and conducting our experiences. The nature and extent of the safety measures appropriate to an experience will depend on its location, distance, difficulty, altitude, duration, terrain, weather, remoteness, participant profile and other relevant circumstances.

Our approach is guided by the following principles:

- Safety considerations take priority over reaching a summit, completing a stated distance or keeping to a planned itinerary.
- Safety decisions should be proportionate to the risk and based on the information reasonably available at the time.
- Participants should receive enough information to make an informed decision about whether an experience is suitable for them.
- A concern should be raised as soon as possible; early communication often prevents a manageable issue from becoming an emergency.
- No person should be pressured, mocked or penalised merely for honestly raising a safety concern, resting or turning back.
- An incident is an opportunity to review and improve our practices, not a reason to conceal what occurred.

3. Shared responsibility

Just Summit, our team, third-party providers and participants each have responsibilities that contribute to a safe experience. Safety is not achieved by any one person acting alone.

Just Summit will, as reasonably appropriate for the experience:

- Provide material information about the planned route, expected difficulty, distance, altitude, duration and known participation requirements.
- Plan the experience and assess relevant risks using the information reasonably available to us.
- Engage guides, rangers, drivers or other service providers appropriate to the experience.
- Provide a safety briefing and communicate material changes where practicable.
- Make reasonable safety decisions before and during the experience.
- Maintain suitable arrangements for first aid, communication and emergency escalation, having regard to the nature and location of the experience.

Participants are responsible for:

- Reading the experience information and deciding honestly whether the experience is suitable for them.
- Providing accurate information reasonably requested for participation and safety purposes.
- Preparing appropriately and bringing the mandatory clothing, footwear, medication, water, food and equipment communicated for the experience.

- Following lawful and reasonable instructions given by the Just Summit team, guides, rangers, drivers and relevant authorities.
- Monitoring their own condition and promptly reporting illness, injury, distress, unusual fatigue, disorientation, equipment problems or another safety concern.
- Acting with reasonable care towards themselves and others.

4. Planning and risk assessment

Before an experience, we will consider the risks reasonably associated with the planned activity. Depending on the experience, this may include consideration of terrain, route conditions, altitude, weather, wildlife, water crossings, road travel, participant numbers, expected fitness, communication coverage, access points, turnaround times and the availability of external assistance.

Risk assessment is an ongoing process. Information may change after an experience has been announced or after it has started. We may therefore update our plan, impose additional requirements or make a different safety decision when new information or conditions arise.

Where a park, forest, conservancy, community, accommodation provider or public authority imposes a safety or access requirement, participants must comply with that requirement.

5. Experience information and suitability

We will provide information reasonably necessary to help participants understand the nature of an experience. This may include the expected distance, duration, elevation or altitude, terrain, difficulty, pace, weather, equipment, age limits, transport arrangements and other relevant requirements. Distances, times, weather and trail conditions are estimates and may change.

A participant should ask for clarification before booking or participating if they are uncertain about the demands of an experience. Previous completion of another hike or experience does not by itself establish suitability for every route.

Just Summit may reasonably refuse, defer, restrict or modify a person's participation where a mandatory requirement has not been met or where the information and circumstances reasonably available to us indicate that participation would create an unacceptable risk to that person or another person. Where practicable, we will explain the reason for the decision.

6. Health information and personal readiness

Outdoor experiences may involve sustained physical exertion, altitude, heat, cold, changing weather, uneven terrain and delayed access to medical assistance. Participants should consider their current health, fitness, recent illness or injury, medication and previous experience when deciding whether to participate.

We may request information concerning allergies, medication, injuries, physical limitations, health conditions or other circumstances reasonably relevant to participation or emergency assistance.

Participants must provide such information accurately to the best of their knowledge and notify us of a material change.

A participant who is pregnant, recovering from illness or injury, managing a medical condition or uncertain about their ability to participate should obtain appropriate medical advice. Just Summit does not provide medical diagnosis, treatment or certification of fitness to participate.

Participants remain responsible for bringing, safeguarding and using their personal medication. A participant should tell the designated safety person where time-sensitive emergency medication is kept and explain any assistance that may reasonably be required.

7. Clothing, equipment, food and water

We may communicate mandatory or recommended clothing, footwear, equipment, food and water requirements for an experience. These requirements reflect the expected conditions but do not guarantee that every possible circumstance has been anticipated.

Participants must:

- Wear clothing and footwear reasonably suitable for the terrain and expected conditions.
- Carry the mandatory equipment and identification communicated for the experience.
- Carry enough water, food and personal supplies for the planned activity, except to the extent that Just Summit expressly confirms that an item will be provided.
- Inspect personal equipment before use and report a material defect or failure promptly.
- Avoid relying on another participant's supplies unless that arrangement has been expressly agreed.

A participant may be prevented from starting or continuing where they do not have a mandatory item and the absence of that item creates a material safety risk.

8. Check-in and safety briefing

Participants must arrive within the communicated check-in period. Before the activity begins, the Just Summit team or a designated guide will provide a briefing appropriate to the experience. The briefing may address the route, pace, group arrangements, hazards, weather, turnaround time, communication, emergency action, environmental requirements and expected conduct.

Participants should listen to the briefing, ask questions where anything material is unclear and promptly disclose a new safety concern. Late arrival may result in a participant missing essential information or being refused participation where safe integration into the group is no longer reasonably practicable.

9. Authority to make safety decisions

Conditions may change quickly. A Just Summit trail experience creator, guide, designated safety person, ranger or other authorised person may make a safety decision before or during an experience based on the circumstances and information reasonably available at the time.

Such a decision may include:

- Changing the pace, order or composition of groups.
- Requiring a participant or group to rest, remain together or use particular equipment.
- Changing the route, destination, itinerary or turnaround time.
- Directing a participant or group to turn back or stop.
- Preventing a participant from beginning or continuing beyond a particular point.
- Delaying, shortening, relocating, suspending or terminating an activity.

Participants must comply promptly with lawful and reasonable safety instructions. A decision not to summit or complete a route is not a failure. No participant may override a safety decision merely because they have paid for the experience, travelled a long distance or believe they can continue.

10. Group management, pace and separation

Participants must remain within the designated group, route and reasonable communication range unless the Just Summit team expressly authorises a different arrangement. Participants must not deliberately leave the group, take an alternative route or proceed beyond a designated point without informing and receiving instructions from the team.

The team may establish pace groups, regrouping points, a front and rear guide, buddy arrangements or other controls appropriate to the experience. Faster participants must not pressure others or disregard regrouping instructions. Participants should inform the team before stopping for a prolonged period.

If a participant becomes separated, they should stop in a safe and visible location where practicable, avoid taking an unknown route, attempt to contact the team using the communicated channel and follow any instructions previously given for that situation.

11. Weather, trail and environmental conditions

Weather and trail conditions may be different from forecasts or prior reports. Rain, wind, heat, cold, fog, lightning, flooding, fire, landslides, falling branches, poor visibility, wildlife activity, damaged infrastructure or access restrictions may affect an experience.

Just Summit may change, postpone, suspend or cancel an experience where conditions create an unacceptable risk or where an authority restricts access. During an experience, the team may take shelter, turn around early, avoid a section of trail or use an alternative route. Participants must not approach, feed, provoke or interfere with wildlife and must comply with ranger and conservation instructions.

12. Transport safety

Where transport forms part of an experience, participants must follow lawful and reasonable instructions given by the driver, Just Summit team and relevant authorities. Seat belts must be worn where provided. Participants must not distract the driver, interfere with the vehicle or engage in conduct that places passengers or other road users at risk.

Participants must inform the team promptly if they observe a material safety concern involving a vehicle or driver. Travel times are estimates and may change because of traffic, road, weather, security or access conditions. A participant using their own transport remains responsible for the roadworthiness, insurance, lawful operation and security of that vehicle.

13. Alcohol, drugs, smoking and unsafe conduct

A participant must not begin or continue an activity while impaired by alcohol, illegal drugs, misused medication or another substance in a manner that creates a material safety risk. The possession or use of an unlawful substance is prohibited.

Smoking, vaping and the use of fire are subject to site rules and may be prohibited because of fire, environmental or public health risks. Violence, threats, harassment, reckless behaviour and deliberate disregard of a safety instruction may result in immediate restriction or termination of participation.

14. Children and participants requiring additional support

A person under 18 may participate only where the experience is considered appropriate and the applicable age, registration, consent and supervision requirements have been satisfied. A parent or guardian remains responsible for reasonable supervision unless Just Summit has expressly agreed to another arrangement.

We encourage participants to inform us, before the experience where practicable, of a disability, communication need or other circumstance for which a reasonable adjustment or additional support may be required. We will consider reasonable and practicable measures in light of the nature of the experience, the participant's needs and the safety of all persons involved.

Permission from a parent, guardian or participant does not require Just Summit to allow a person to begin or continue where the circumstances reasonably indicate that doing so would create an unacceptable safety risk.

15. Illness, injury, emergencies and evacuation

A participant who becomes ill, injured, distressed, disoriented or otherwise requires assistance must inform the nearest guide or designated member of the team as soon as reasonably possible. Other participants should report a serious concern they observe and should not attempt an unsafe rescue or medical intervention beyond their competence.

Depending on the circumstances, Just Summit may:

- Provide or facilitate first aid within the competence and resources available.
- Stop or modify the activity and move the participant or group to a safer location.
- Contact rangers, emergency services, medical providers, public authorities or other persons able to assist.
- Arrange or facilitate evacuation, transport or access to medical assistance.
- Contact the participant's emergency contact.
- Share relevant information reasonably necessary to protect health or safety.

Outdoor experiences may take place in remote areas with limited mobile communication, difficult vehicle access and delayed professional assistance. First aid and evacuation may therefore take longer than in an urban or readily accessible location. Just Summit cannot guarantee the availability, response time or outcome of third-party emergency or medical services.

Responsibility for third-party medical, evacuation or emergency costs will be determined in accordance with the Terms of Participation, any communicated inclusions, applicable insurance and the law.

16. Incident and near miss reporting

An accident, injury, illness, missing-person concern, equipment failure, transport concern, environmental hazard, near miss or other material safety event should be reported promptly to the Just Summit team. Immediate safety and medical needs take priority over completing a report.

We may record and review an incident or near miss to understand what occurred, support those affected, meet legal or insurance requirements and improve future experiences. Participants and team members should provide information honestly and preserve relevant evidence where reasonably requested. No person should knowingly provide false or misleading information or discourage another person from reporting a genuine concern.

17. Third-party providers and authorities

Some services may be provided by independent drivers, guides, rangers, accommodation providers, medical personnel, park or forest authorities and other third parties. Just Summit will take reasonable steps appropriate to the nature of the service when selecting or arranging a provider. Independent providers remain responsible for obligations imposed on them by law.

Participants must comply with the lawful and reasonable safety requirements of a third-party provider or authority where those requirements apply to the service or location. If a third-party instruction appears inconsistent with a Just Summit instruction, the participant should seek immediate clarification rather than choosing which instruction to follow.

18. Safety information and privacy

Health, emergency and incident information will be handled in accordance with the Just Summit Trails Privacy Notice and applicable law. Access will, as reasonably practicable, be limited to persons who require the information for participation, safety, emergency response, incident management or another lawful purpose.

Where reasonably necessary to protect health or safety, relevant information may be shared with guides, designated safety personnel, medical practitioners, emergency responders, park or forest authorities, insurers, professional advisers, an emergency contact or another person assisting in the circumstances.

19. Relationship with other Just Summit documents

This Policy explains our general approach to safety. It does not replace the specific information, briefing, mandatory requirements or instructions provided for a particular experience.

This Policy should be read together with the:

- Terms of Participation, which establish the conditions of participation and address inherent risk, responsibility and liability.
- Cancellation, Refund and Transfer Policy, which governs the financial consequences of cancellation, postponement, withdrawal and certain participation decisions.
- Privacy Notice, which explains how personal data, including health and emergency information, is handled.
- Environmental and Trail Conservation Policy, which will explain the conservation responsibilities applicable to our experiences.
- Equality and Non-Discrimination Policy, which will explain our commitment to respectful and inclusive participation.
- Information and requirements communicated for the particular experience.

Nothing in this Policy removes a duty or responsibility that cannot lawfully be excluded or restricts a participant's rights under applicable law.

20. Review and changes

We may review and update this Policy to reflect changes in our experiences, operations, legal requirements, guidance and lessons from incidents, near misses and participant feedback. The current version will be made available through our website or other appropriate channels.

Where a material change affects an experience for which participants have already registered, we will take reasonable steps to bring the change to their attention where appropriate.

21. Contact us

Questions about this Policy or a non-urgent safety concern may be raised through:

Just Summit Trails
Email: justsummittrails@gmail.com
Tel: +254 713 846 603

A safety concern requiring immediate attention during an experience should be raised directly with the nearest Just Summit guide or designated safety person. In a life-threatening emergency, contact the appropriate emergency service or public authority where it is reasonably possible and safe to do so.

The summit can wait. Safety cannot.

Just Summit Trails

Adventure. Community. Conservation. Conversation.