

# Booking/Cancelation Terms & Conditions

**\*Please Note:** Following Rules apply to bookings made directly thru the Canadian Wilderness School & Expeditions Inc (C.W.S.X), as well as it subsidiary Bow Valley Canyon Tours

We are not responsible for damage or loss of personal property throughout the duration of any course, program, guided trip, packaged program, or expedition.

## IMPORTANT PRICING INFORMATION

All rates and prices published are in CAD dollars. All prices **may not include** the 5% GOODS & SERVICE TAX (GST), as well as a possible 3% Destination Marketing Fee. Invoices must be paid in CAD and payment can be made by bank transfer, cash, credit card, or e-transfer. We accept bookings online, by email, or phone

## PAYMENT PROCEDURES:

All invoices thru booking partners, agents and receptive tour operators must be paid in full no later than 14 days prior to the specific course or trip start date. Unless otherwise specifically stated, payment for all bookings through the C.W.S.X or Bow Valley Canyon Tours must be made in full at the time of booking in order to insure a spot on any program, course, or activity.

## CANCELLATIONS:

### *CANCELLATION BY THE CUSTOMER:*

**No refunds will be made for not showing up on the date and time of a course, trip or program. All Cancellations subject to potential refunds must be received in writing prior to the start time and day of a trip Please refer to specific conditions below:**

### **Full Day or Half Day departures:**

A minimum of 48 hours notice must be given for any cancelation. No refund will be given for cancelations under 48 hours. When a cancelation has been received, the first priority will be to try and rebook any cancelations onto an alternate date or time. If no alternate time and date can be accommodated, and a written cancellation is received in advance of 48 hours of the trip start date, a full or partial refund will be provided.

### **Large Group Cancelation (5 participants and larger):**

Due to the small group nature of many of our tours and the greater logistical difficulty of accommodating larger groups (which includes organizing guides and resources well ahead of time), only a partial refund will be provide for large group cancelations. This is be due to the increased costs incurred ahead of time to accommodate larger group bookings.

### **Multi-Day Programs:**

If no alternate time and date can be accommodated, and a written cancellation is received in advance of 30 days of the trip start date, a full refund will be provided for the trip fee minus a 20% none refundable deposit. Cancelations between 30 and 14 days prior to start date (which may may be dependent on each individual circumstance) may be eligible for a partial refund. A cancellation received less than 14 days in advance of the start date of any booking, or a cancellation received without written notice, is not eligible for a refund.

**\*Please understand:** When a reservation is made with either Bow Valley Canyon Tours or with the Canadian Wilderness School & Expeditions, it is a commitment on our part to run a program, as well as to reserve space for your booking, possibly turning other business away from that particular course, trip or program date. If you decide to cancel, it can be difficult for us to rebook a program, especially in the case of last minute cancellations. With this in mind, we must be firm in following our cancellation and refund policy. We thank you for your understanding in this regards.

### ***CANCELLATIONS MADE BY BOW VALLEY CANYON TOURS OR THE CANADIAN WILDERNESS SCHOOL & EXPEDITIONS LTD:***

Bow Valley Canyon Tours and the Canadian Wilderness School & Expeditions Ltd. reserves the right to cancel a specific course, trip, or program, due to minimum participant numbers not being met for that

specific program, or as a result of other reasons that may affect a trip or course which may include but are not solely or exclusively subject to: severe weather circumstances, emergencies, safety reasons, or other significant unforeseen circumstances. The Canadian Wilderness School and Expeditions Ltd (herein referred to as C.W.S.X Ltd) and its subsidiaries organizes courses, trips, and programs factoring in logistics and prices, with small groups of participants in mind. Factors not solely & exclusive outlined herein including unforeseen factors may affect this process, and thus may result in the cancelation of the specific course, trip, or program. **Please Note:** Whenever possible the C.W.S.X Ltd. and its subsidiaries will try to rebook or find alternate dates or times for a booking. Whenever the C.W.S.X Ltd and its subsidiaries reserved the right to cancel a courses, trip, or program we will do so with as much prior notice as possible (please refer to outlined conditions below). Minimum participant numbers are usually stated in the itinerary and or description of each course, trip, or program.

#### **Cancellation policies & providing prior notice according to program duration:**

i.) In the case of a course, trip, or program which has a total duration of ***less than seven days***, the Canadian Wilderness School & Expeditions and its subsidiaries reserves the right to cancel up to 24 hours prior to the start date of the program. In the event that other dates are not available or in the case that participants are not able to rebook, all booked guests will receive a refund on their canceled program. This may include but is not exclusive to a full refund or otherwise a partial refund. In the extremely rare event that a program a trip or program is broken off part way thru a trip due to safety concerns or other reasons (left to the discretion of the C.W.S.X and subsidiary guide) a partial refund may be provided.

ii.) In the case of a program which has a total duration of ***more than seven days***, the Canadian Wilderness School & Expeditions and its subsidiaries reserves the right to cancel a trip up to 14 days prior to the start date of the trip.

Booked participants will be notified as soon as possible and priority will be given to rescheduling booked participants on a different date or equivalent trip, or providing a refund if a rescheduling of the trip or course cannot take place.

#### **CHANGES IN PROGRAM ITINERARY:**

The Canadian Wilderness School & Expeditions and its subsidiaries also reserves the right to change an itinerary due to wide range of unforeseen circumstances which may include but are not exclusive to such factors as: environmental conditions, safety, equipment, participant safety, wildlife, forest fires, floods, vehicle breakdowns, area closures, weather, trail conditions, and natural or man made hazards. In these cases all decisions will be left to the proper judgment and discretion of the tour guide.

#### **LIMITATION OF RESPONSIBILITY**

The Canadian Wilderness School & Expeditions Ltd and its subsidiaries chooses its suppliers (e.g. hotels, carriers and other suppliers providing tour services) with great care. These suppliers are, however, independent contractors and The Canadian Wilderness School & Expeditions and its subsidiaries cannot be held responsible or liable for their acts or omissions.

For all our activities, trips, courses, and programs in Canada clients will be required to sign a "waiver of liability". Any non-resident tour operators are under the obligation to inform the client at the time of booking that a waiver of liability has to be signed upon the commencement of any Canadian Wilderness School & Expeditions Ltd and or Bow Valley Canyon Tours activity, tour or course. The Canadian Wilderness School & Expeditions Ltd and its subsidiaries will, of course, always do its best to ensure the greatest possible safety for all its clients.

The Canadian Wilderness School & Expeditions Ltd and its subsidiaries can also not be held liable for changes in tour itineraries due to weather conditions, acts of God, or special conditions beyond our control.

All costs that may result from any delays of passengers at the airport or any delays that might occur at the end of a trip, course, or program are the sole responsibility of the client. The Canadian Wilderness School & Expeditions Ltd and its subsidiaries cannot be held liable.

Furthermore, The Canadian Wilderness School & Expeditions and its subsidiaries cannot be held liable for the contents of any brochure prepared by a wholesaler or tour operator and any misrepresentation of our tours therein.

Should clients encounter problems during their trip or course they are required to **first** communicate these concern and problem to the guide directly on hand who will then decide to potentially contact The Canadian Wilderness School & Expeditions Ltd or its subsidiaries. Concerns or problems should be raised immediately in order to solve any situation directly. Should a written account of concern be filed, it has to be sent to The Canadian Wilderness School & Expeditions Ltd within 4 weeks of the completion date of a course, trip, or program. Claims received after that date will not be considered.

## **NOTICE TO PARTICIPANTS – INCREASED RISK**

The The Canadian Wilderness School & Expeditions ltd and its subsidiaries provides training intended to develop basic wilderness travel and outdoor skills, as well as providing guided programs and trips. In order to undertake many of these programs, trips, and courses the The Canadian Wilderness School & Expeditions and its subsidiaries may require clients to participate in activities that could expose them to higher levels of risk, this may include, but is **not limited** to activities such as: hiking in unusually rough and remote terrain, river and water hazards including rapid currents and moving or flat water, Rock and mountain hazards, stress from instruction, students/participants making route and hazard assessment decisions on behalf of other students/participants, unsupervised activities; and use of specific equipment including but not limited to knives, axes, hatchets, ropes, harnesses, belay devices, canoes, PFD's and similar equipment. Please read the assumption of liability and risk waiver carefully, prior to any course, program, or trip.

For any further questions or information please contact the Canadian Wilderness School & Expeditions ltd at:

### **CANADIAN WILDERNESS SCHOOL & EXPEDITIONS**

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