



# **Trip Terms & Conditions**

## **BOOKING A TRIP**

- ✓ Reservations for trips are on a 'first-come, first-served' basis, and may be made by contacting us by phone at (867) 393-2232, by fax at (867) 393-2236, by e-mail to [aquadog@shadowlake.ca](mailto:aquadog@shadowlake.ca), or by mailing in the application form.
- ✓ A deposit cheque or VISA charge of 25% of the total trip cost, submitted with your application form, will confirm your preferred trip and dates. Upon receipt, we will send you written confirmation of your selection, and a Joining Package.
- ✓ Full payment is due 60 days prior to the trip departure date, and may be made with VISA, cheque, money order, or by direct deposit. If payment is not received by the due date, SLE reserves the right to treat the reservation as cancelled.
- ✓ The Joining Package will contain additional trip information, a waiver form, a trip agreement form, a medical conditions reminder, a questionnaire on preferences, a recommended list of personal gear, detailed checklists of what is provided and what you should bring, suggestions regarding accommodation and activities in Whitehorse, and a recommended reading list.
- ✓ All prices noted or quoted are in Canadian dollars, and include applicable taxes. We will quote prices in US dollars at the exchange rate on the date of your application, and will use that exchange rate for crediting the final payment. If you pay by credit card, the company processes the transaction in Canadian dollars and converts to your currency when your account is billed.

## **CANCELLATIONS**

- ✓ If you cancel your trip more than 60 days prior to trip departure, we refund your payment less a \$200 fee.
- ✓ If you cancel between 30 to 60 days prior to the trip date, you receive a 50% refund.
- ✓ If you must cancel less than 30 days prior to the trip date, you receive no refund.
- ✓ Shadow Lake Expeditions reserves the right to cancel your booking due to circumstances beyond our control. In the unlikely event that we are forced to cancel a trip, you will receive a full refund immediately. We will also work with you to either arrange another trip at your earliest convenience, provide an alternate trip on the original dates, or place you with another trip operator.

## **TRIP CONDITIONS**

- ✓ We reserve the right to change the trip itinerary if forced to do so by circumstances beyond our control, such as road or water conditions, forest fires, floods or other events.
- ✓ The trip itinerary may also be changed if we believe it will enhance your experience, or to take advantage of specific natural events such as migrations.
- ✓ The minimum age for SLE trips is eight years old. For children between the ages of eight to twelve, we request that accommodation be shared with their parents or guardian.
- ✓ Four persons reserving trip spaces as a group will each receive a 10% discount from the individual trip rate.

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## **TRIP CONDITIONS (continued)**

- ✓ Once you have joined the trip, costs are typically all-inclusive as detailed in the Joining Package. Before and after the trip, you are responsible for accommodation and meals in Whitehorse, air fares, personal purchases, and the 5% Goods and Services Tax.
- ✓ SLE trips are adventurous, but we do not take unnecessary risks. Dangerous situations may include excessively high water levels, fording of rivers, off-camber terrain, animal encounters and other possibilities. Risk will be evaluated solely by your guide, whose decision is final.
- ✓ Additional costs incurred by SLE due to circumstances beyond our control, such as weather delays, flight cancellations or emergency situations, will be added to trip costs. Such additional charges are typically divided equally among all participants.
- ✓ We abide by the Wilderness Tourism Association of the Yukon's Code of Conduct. This includes provisions for the respect of wildlife, cultural values and heritage sites. Your guide will offer advice on appropriate behaviour in specific situations and we ask that you abide by these suggestions.
- ✓ SLE respects your privacy and does not require a comprehensive medical history as some companies do. For your own safety, we do recommend that you advise us of any conditions, such as allergies or medications, that may affect trip planning or participation. The Joining Package includes a list of "reminders" for your consideration.

## **RESPONSIBILITY AND INSURANCES**

- ✓ If you require emergency evacuation for any reason, SLE will endeavour to provide or obtain this service. Be advised that communication difficulties or weather conditions may cause delays.
- ✓ Evacuations are very expensive, and the cost of such a service will be the responsibility of the participant(s) evacuated. Please purchase insurance to cover this cost if evacuation services are not covered by your Health Plan.
- ✓ We recommend, for your own security and safety, that you obtain insurance covering medical expenses and emergency aircraft evacuation; insurance to cover personal gear; and trip cancellation insurance in case weather delays your return.

## **CUSTOM TRIPS**

- ✓ SLE would be pleased to work with you to plan a custom trip suited to your interests and abilities. Whether a very focussed trip for a specific skill such as photography or bird watching, or a multi-activity trip that would offer a taste of many Yukon flavours, we can make it your trip!
- ✓ Custom trips require a minimum of four participants (or two wealthy ones!), and standard Terms and Conditions apply.

## **RISK**

- ✓ In these times of rabid litigation, many companies have a politely worded paragraph called "an understanding" that deals with the waiver of liability. Let's be blunt. At SLE, we do our best to provide a safe trip, but we cannot avoid all the mishaps or mistakes possible in a natural environment. You are responsible for having the common sense to behave in a safe manner on the trip. Our waiver form for trip participation is explicit in this regard.

***REMEMBER, it's a wilderness out there!***