

## Booking Conditions & Information.

### Rates:

All prices are listed in Canadian Dollars. Our rates are as follows, and are billed per day. Half-day Rates are available on request.

### Private Guiding Alpine – Rock – Ice - Ski

1 Guest	\$500.00
2 Guests	\$575.00
3 Guests	\$650.00
4 Guests	\$740.00
5 Guests	\$925.00
6 Guests	\$1110.00
7 Guests	\$1295.00
8 Guests	\$1480.00

### Course & Rock/Ice/Ski Experience Pricing:

Check our Website for pricing on specific packages or courses. The courses we offer are a great way to take advantage of programs and services at lower rates than our private guiding programs (above).

### Methods of Payment:

Currently we accept:

- Personal Cheque
- Various Electronic Funds Transfers
- Cash
- Money Orders

*Credit Cards will be accepted soon!*

### Taxes:

Our prices do not include tax. Depending on the location of your program, we will charge the appropriate amount of sales tax. In Alberta 5% GST will be applied, and for trips in British Columbia 12% HST will be applied. This will be applied to your total booking.

### Gratuities:

In Canadian Guiding tipping is commonplace, but as we see it, **never mandatory**. If you feel that your guide has provided you with an experience deserving of a gratuity, feel free to pass those on at the end of the program.

### Course Deposit, Cancellation & Refund Policy:

1. If we at Cloud Nine Guides elect to cancel a program for any reason, a full refund or credit of the course cost will be given at your discretion.
2. A **non-refundable** deposit totaling 50% of the total quoted course costs is required to confirm your booking and reserve your preferred dates.

3. Full payment of any outstanding balance(s) is due 30 days prior to the first day of your trip. If we have not received payment for a balance owed on your booking by this time, we reserve the right to withhold all amounts paid, and to cancel your booking.
4. Booking a program on a date(s) less than 30 days from the 1<sup>st</sup> day of the program will require full payment at time of booking.
5. Excluding your non-refundable deposit, any amounts paid can be refunded or applied as credit at your discretion so long as you are making the cancellation 30 days or more in advance of the 1<sup>st</sup> day of your program.
6. No refunds will be given for cancellations made less than 30 days from the 1<sup>st</sup> day of your program.

### **Why do we ask for a deposit & why is it non-refundable?**

Long before we even depart for a trip, a significant amount of time behind the scenes is invested in the logistical planning and preparation stages of your trip. Trips or programs may require that we secure outside food services, accommodation, or transportation as well as various other logistical requirements. This process starts immediately after your booking and deposit is received. The moment we begin to build a trip for our guests, we begin to incur the associated costs. Your deposit pays for the time we work prior to your trips departure + your trips expenses.

### **Cancellation Insurance:**

Having just said what we have, we fully recognize that many of our guests are working professionals with changeable schedules. Emergencies, and other last minute changes to your personal schedule can certainly limit your ability to participate on programs. We highly recommend purchasing Cancellation Insurance for your program. We can provide the name of insurers on request.

Our biggest goal is to make sure you're happy with the experience we're providing both during and before the trip. Sometimes there's things that just can't be foreseen that might well be reason enough to issue a refund. If you believe that applies to your situation, just let us know why you'd like the credit or refund and we'll be happy to chat with you about it.

### **Other Booking Policies & Considerations:**

1. Mountain activities are hazardous. All participants must read fully, understand, and sign the waiver we provide. You will be provided with one to review with this PDF Document, and will also be asked to sign one prior to of your program.
2. Cloud Nine Guides will not be responsible for any costs incurred by the guest as a result of a trip or program being prolonged for any reason whatsoever.
3. Although not common, it is possible that your guide may be required to assist in the rescue or evacuation of members of the general public in need of emergency assistance. The safety of you however, our guest, is paramount and will always be our first priority. As guides we have a responsibility to the general public operating around us in the mountains as well. If we are required to provide emergency assistance it will take priority over the day's planned activities. Refunds and Credits may not be given in these circumstances.

4. In many of our operating areas the cost of professional mountain rescue service may be covered, however it is not guaranteed. Participants should be prepared to be liable for the costs of evacuation either on their behalf or as a result of their actions. More information available on request.

**Weather and Mountain Conditions:**

Part of being in the mountains means that not everyday will be bright, sunny, and comfortable. Often times it's exactly the opposite. Occasionally it can be quite difficult to predict weather both in the field and in forecasts due to the effect mountainous terrain has on weather patterns. It is important to understand that we can be, and often are, at the mercy of the weather and conditions. If you have booked a specific objective and we are unable to attempt or complete it due to poor weather or conditions at the time of the trip, we will do our best to provide you with a suitable alternative, however no credits or refunds will be given as this is out of the realm of our control. If you elect not to participate on a given day due to the nature of either weather or conditions, we will be unable to offer you credit or refund.

**THANKS A TON !**

Thanks a lot for taking the time to chat with us about the services and programs we offer. We really appreciate the time you're taking to see what we're all about, and look forward to being able to join you on your next mountain adventure.

Happy Trails!



Information updated for Summer 2013