



**WILDTRACK**  
— EXPEDITIONS —

Box 21371  
Whitehorse, Yukon  
Y1A 6R7  
Phone: 1 587 590 4037  
info@wildtrackexpeditions.com

## Terms & Conditions

### BOOKING / REGISTRATION

#### Multi-day tours:

Upon receiving your booking request for a multi-day tour, you will receive a registration form that you require to fill out and send back to us (preferably by email).

When everything looks good and the requested spot is still available at the time your deposit is received by us, you will get a confirmation and your spot on the tour is reserved.

#### Day tours and rentals:

Upon receiving your booking request for a day tour (with or without rental), we will let you know availability for the requested spot(s). Upon availability at the time your deposit is received by us, you will get a confirmation and your spot(s) on the tour is (are) reserved.

*All reservations require name, phone number, and email address.*

### PAYMENT

#### Multi-day tours:

- 25% non-refundable deposit due at time of booking;
- Balance due 30 days prior to the start date of the tour;
- Bookings 30 days or less prior to start date of tour require a non refundable full payment upon booking.

#### Day tours and rentals:

- 25% non-refundable deposit due at time of booking;
- Balance due 7 days prior to the start date of the tour and rental;
- Bookings 7 days or less prior to start date of tour require a non refundable full payment upon booking.

*A deposit is required to cover expenses that Wildtrack Expeditions will make to start organizing your tour or rental well before the actual event takes place (for example: reservation of accomodation, permits and transportation). It is also required in order to secure the limited number of guests on each tour.*

*If payments are not received when they are due, Wildtrack Expeditions reserves the right to treat the reservation as canceled.*

### PAYMENT OPTIONS

Wildtrack Expeditions accepts payments by Visa, Mastercard and American Express card. We will require the card holder's name, the card number, the expiry date, the 3 digits on the back of the card and the postal code / zip code of the billing address. This information can be send to us by email or phone and is kept strictly confidential.

We also accept payments via direct bank transfers to our Canadian account.

## **PRICES**

All prices are in Canadian dollars and include all applicable taxes. Prices are subject to change without notice.

### **CANCELLATION BY CUSTOMER**

Wildtrack Expeditions will make expenses to start organizing your tour or rental well before the actual event takes place (for example: reservation of accommodation, permits and transportation). We also have a very limited number of guests on each tour. Therefore Wildtrack Expeditions applies the following cancellation policy:

#### **Multi-day tours:**

- Cancellation more than 30 days prior to the start date of the tour: 75% refund (25% non-refundable = deposit);
- Cancellation 30 days or less prior to the start date of the tour: no refund.

#### **Day tours and rentals:**

- Cancellation more than 7 days prior to the start date of the tour or rental: 75% refund (25% non-refundable = deposit);
- Cancellation 7 days or less prior to the start date of the tour or rental: no refund.

*Cancellation by customer must be received by Wildtrack Expeditions in writing.*

### **CANCELLATION BY WILDTRACK EXPEDITIONS**

- Wildtrack Expeditions reserves the right to cancel a tour under the following circumstances:
- If the minimum number of participants has not been reached 14 days prior to the start of the tour;
- If deemed necessary due to unforeseen circumstances.

*If Wildtrack Expeditions should cancel a tour you will be notified immediately and you will receive a full refund of the amount that you have paid.*

## **ITINERARY**

Wildtrack Expeditions reserves the right to make changes to any of its trip itineraries when deemed necessary out of safety concerns, to better accommodate the group or when forced to do so by circumstances beyond control (for example: trail or area closure, weather conditions, medical emergencies and forest fires). This may result in a change in tour length.

During a tour all decisions are left up to the discretion of the tour guide and are binding for all participants.

## **INSURANCE**

For all trips Wildtrack Expeditions strongly recommends that you purchase travel insurance that covers *extended medical emergency expenses* including emergency evacuation.

Additionally, for our multi-day wilderness trips (for example: backpacking and winter camping) it is strongly recommended to have travel insurance that is covering *search and rescue in remote areas*.

Any expenses incurred for search and rescue and / or evacuation are the full responsibility of the participant(s) searched for and / or evacuated.

Wildtrack Expeditions also recommends that you consider trip cancellation, trip interruption and baggage insurance.

## **LIABILITY**

Any company providing adventure products in Canada and the USA *must* carry liability insurance. So must Wildtrack Expeditions, and we do.

In order to obtain liability insurance it is required by the insurance company to have a "Waiver of Liability" form. Insurance companies demand that prior to starting a tour or activity all participants sign a "Waiver of Liability". The operators of optional activities (for example canoeing, rafting and whale watching) will all present you with their own waivers. Without a signature you *cannot* join.

Furthermore insurance, and thus having a "Waiver of Liability", is not only needed because of the obvious reason of being well insured as a company. It is also required in order to obtain necessities including a Business Licence, a Wilderness Tourism Licence and all operating permits for the national, territorial and provincial parks.

## **EQUIPMENT USE AND RENTALS**

Any equipment that Wildtrack Expeditions provides on it's tours and all equipment rentals are subject to the following conditions:

- We expect a normal amount of wear and tear on all equipment being used and rented;
- Any lost equipment and any equipment that is damaged beyond repair may be charged at full retail price;
- Any damaged equipment that can be repaired may be charged at full repair price.

*All rentals are subject to availability and require signing a rental agreement by participant.*

## **INFORMATIONAL CONTENT**

Wildtrack Expeditions reserves the right to change Website and all other informational content without notice.