



Yukon Wide Adventures Inc.
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Canada
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TERMS AND CONDITIONS:

Equipment Rentals:

- Yukon Wide Adventures requires a credit card deposit as security for renting any equipment.
- Customers are responsible for loss or damage to rental equipment if it exceeds normal wear and tear, up to replacement value of the equipment.

Guided Tours:

- **Included with the Tour:** Lead by a fully certified guide; all transportation in Alaska and Yukon; all necessary camping and activity related equipment; all meals during the tour; accommodation according to tour and service description; emergency equipment including SAT communication.
- **Not included with the Tour:** Airfare to/from Whitehorse; all hotel meals and during the transportation; personal expenses and tips; entrance and License fees; alcoholic drinks; sleeping bag, personal clothing and consumer goods.

Prices and Cancellations:

- Applies to all services, including equipment rentals and tours, and are in Canadian Dollars plus GST.
- **Payment Schedule:** 25% of the price of the service is payable upon booking – **This amount is non-refundable and will not be refunded in any circumstance.** The remaining amount is payable 30 days prior to departure; if this payment is not made, Yukon Wide Adventures reserves the right to consider the customer's service cancelled and will not provide a refund for the down payment. If the tour is booked prior to 30 days before departure, the full price of the service is payable upon booking.
- **Cancellations:** If a customer decides to cancel their booking, they must advise Yukon Wide Adventures in writing of their cancellation request. Cancellation request can be delivered to Yukon Wide Adventures via email or writing. If cancelled with less than 45 days prior to the start of the booked service, 40% of the total price of the service is forfeited to Yukon Wide Adventures; if cancelled with less than 30 days, 80% of the total price of the service is forfeited to Yukon Wide Adventures; and if cancelled with less than 14 days notice, 100% of the total price of the service is forfeited to Yukon Wide Adventures. If a customer does not show up for their booked service, the customer forfeits 100% of the total price of the service and will not receive a refund in any amount.
- Yukon Wide Adventures retains the right to change or cancel the tour in short term without previous notice. If Yukon Wide Adventures changes or cancels a tour, every effort will be made to offer an equal or better substitute. In such circumstance, no refund will be offered. Only in the event that Yukon Wide Adventures cancels a tour and does not offer an equal or better substitute will a refund be offered.
- Yukon Wide Adventures reserves the right to cancel a tour 60 days prior to tour start date in cases where the minimum participants have not been reached in accordance to the tour and service description. The customer is entitled to a full refund of the tour fees.
- Claims for refunds for cancellations for unforeseeable events including an act of God, war, riot, fire, death, disability, or pandemic, are limited to the amount paid for the service and may be issued at the sole and absolute discretion of Yukon Wide Adventures. The 25% non-refundable deposit will not be refunded for cancellation under this provision.
- Unlawful or unethical behavior of guests as well as disturbing the peace of other travelers may lead to the immediate and non-refundable termination of the contract. The customer will cover any extra costs.

Miscellaneous

- We recommend that customers properly insure themselves for the activities. Recommended insurance includes travel, theft, luggage, rescue, and transportation insurance.
- Tours are considered "active tours". Therefore, guests will be expected to be involved in the activities, including but not limited to loading and unloading canoes, collecting and cutting firewood, setting up and taking down tents, and kitchen work including washing and drying dishes and helping with food preparation.
- Most tours will include campfires. As such, your clothes may smell like smoke following the tours.