

2021/2022 TERMS AND CONDITIONS

Once a booking is made at Snowwater, significant expenses and long-term commitments are incurred on your behalf. It is assumed that you have become familiar with and understand the policies below before booking your trip with us. By completing a deposit, final payment, confirmation form, or waiver, you agree to be legally bound by the terms and conditions below.

CANCELLATION INSURANCE

Having to cancel a dream trip is as much a disappointment as it is a surprise, so we always **highly recommend** that you purchase insurance to protect yourself from unforeseen circumstances. Trip 'cancellation insurance' protects you before you get here, whereas trip 'interruption insurance' covers you during your trip. We recommend [Lifestyle Financial](#) for all your insurance needs.

BOOKING POLICY

- **Deposit**

A 50% deposit is required in order to reserve your trip.

- **Final Payment**

The final payment is due **90 days** prior to your trip.

- **Late Payments**

We will consider that you have cancelled your seat if we do not receive the balance payment 60 days before your trip start date. **All monies on account will be forfeited at this point in time.**

RE-BOOKING ALUMNI POLICY

As a valued member of the Snowwater Alumni family, we offer you the option to re-book your current dates for the following season. You have 7 days from the time you leave to take advantage of the below payment schedule:

- **Deposit - 1st payment**

A 25% deposit is needed to hold your dates.

- **Deposit - 2nd payment**

The remainder of your 50% deposit is due June 1.

- **Final Payment**

The final payment is due **90 days** prior to your trip.

Our preferred form of payment is a cheque or bank wire for international guests, or an e-transfer from Canadians. We also accept VISA, MC, or cash.

CANCELLATION AND REFUND POLICY

Covid Cancellation Policy

We have adjusted our cancellation policy in order to give you worry-free booking for the 2021/2022 winter season. In the event that any of the travel restrictions below are still in place next season, there will be new cancellation/rescheduling options available to you:

- Canadian borders remain closed to non-essential travel from outside Canada.
- The quarantine act is in place, mandating 14 days of isolation upon entry or exit.
- Government-imposed travel restrictions inhibiting your ability to leave your country of residence.

The cancellation/rescheduling options include:

- 100% credit voucher, valid for up to two years.
- A full refund, less a \$500 admin fee. Re-booking priority for the same trip dates would not be guaranteed in this case.

Cancellation Policy

If you need to cancel for reasons beyond the COVID restrictions listed above, our regular policy below will apply.

- If you purchased insurance, you can make a claim to recoup all money lost.
- Finding a replacement:
 - If you find your own substitute, you will transfer your deposit to the new person. We will leave it to you and your friend to compensate each other for all monies on account. Payments **cannot** be put towards another trip for someone already signed up on any trip with us at any time.
 - Your seat will not be considered cancelled or filled until we receive written notification of the seat transfer and confirmation from the new replacement.
 - If **we** find a replacement for your seat, you will receive a 75% credit voucher for whatever we sell the seat for, valid for up to two years from the time of issue.

If you cancel:

- **More than 90 days** before the trip start date:
 - Receive a full credit voucher for the value of your money on hand for up to two years.
 - Find a replacement as per above. You will have two weeks before we start looking for one.
 - Receive a full refund less a 15% cancellation fee, with no signority for the same trip dates.
- **Between 90 and 21 days** before the trip start date:
 - Receive a 50% credit voucher valid for up to two years after the time of issue, and keep your current trip dates.
 - Find a replacement as per above. You have 3 days to find a replacement before we start looking for one.
 - Receive a 50% refund, with no priority on the same trip dates.
- **Within 21 days** of the trip start date:
 - **all money on account is forfeited**, unless a replacement is found, as per below.
 - Find a replacement as per above. We will look for one as soon as we learn about the cancellation.

- Snowwater does not provide credit value for any days or runs missed where clients cannot or do not want to ski or for any reason. If you miss days from late arrival, early departure, poor physical fitness, or other, you will not be compensated for the time missed.
- Snowwater does not provide credit value for half days missed for any reason.
- Snowwater does not provide refunds or credits if we are operating a limited heli program due to poor or inclement weather. Snowwater offers a back-up snowcat program when poor weather conditions prevail.
- There is no guarantee on weather or snow conditions that you will encounter during your trip.
- In the rare case that skiing must be cancelled due to a mechanical failure, Snowwater will provide a credit voucher for time missed valid for up to two seasons. If we are unable to operate at all due to extreme weather issues while guests are staying at the lodge, \$750/day will be applied to any credit voucher for accommodation, food, and service while at the lodge.
- Snowwater reserves the right to cancel trips at any time. Under no circumstance is Snowwater responsible for the clients inconvenience or travel expenses. Full refunds or credits will be given in this case.
- Refunds are given in Canadian dollars. No adjustments will be made to the refund to account for differences in the exchange rate between the time payment was made and the refund was issued.

LATE ARRIVALS

Individual late transfers to the lodge are subject to a \$250 fee per person. If later than 6:00pm, you will need to arrange your own accommodation in Nelson and be at the office by 7:00 am to be shuttled to the lodge in the morning.

THERE ARE NO EXCEPTIONS TO THIS POLICY