

## SME BOOKING & CANCELLATION POLICY

We **STRONGLY RECOMMEND** that all guests purchase trip cancellation insurance with a travel agent prior to finalizing your reservation. Better packages are available if you purchase your policy within 72 hours of making your initial deposit/ payment. Trip cancellation insurance can be purchased at Uniglobe Specialty Travel: [Revelstoke@uniglobespecialty.com](mailto:Revelstoke@uniglobespecialty.com) or Toll Free in USA/CANADA 1-866-667-0811 or 250-837-2544

### REGISTRATION

- 1) A deposit is required at the time of booking (see table below).
- 2) If paperwork and deposit not received within the first 2 weeks of inquiry, held spots are released.
- 3) The remaining trip balance is due 10 weeks prior to the starting date of the program booked.
- 4) If the balance is not paid 10 weeks prior to the program's starting date, SME has the right to sell the spot to the next person on the waitlist and the entire deposit is forfeited.

### GUEST CANCELLATIONS

All cancellations must be received in writing.

- 1) **More than 10 weeks prior to the starting date of the program:** See table below:

PROGRAM	DEPOSIT	CANCELLATION FEE (CAD)	RE-BOOKING/ HANDLING FEE (CAD)
Skiing at the Durrand	\$600.00	Non-Refundable	\$150.00 per person
Steep Skiing at Durrand	\$1200.00	Non-Refundable	\$150.00 per person
Ski Traverses in Canada	50%	Non-Refundable	Non-Transferable
Ski Programs in Europe	30%	Non-Refundable	Non-Transferable
Hiking at the Durrand	\$300.00	Non-Refundable	\$150.00 per person
Climbing Programs and Advanced Hiking weeks	50%	Non-Refundable	Non-Transferable
Group Bookings 6+	50%	Non-Refundable	Non-Transferable

- 2) **Less than 10 weeks prior to the starting date of the program:** If cancellation for trips to the Durrand Glacier Chalet, is received within 10 weeks of the start date of the program then the entire amount is forfeited.
  - a. If the cancelling guest finds a suitable substitution for their spot, the money paid can be transferred to the substitute guest. All money is handled between the new guest and the original guest, not by SME.
  - b. If the guest is required to cancel for admissible reasons, and is looking to switch their dates (within the same season), then the following fees will apply (dependent on availability):
    - i. \$150.00 per person for cancellation received 8-10 weeks prior to their trip
    - ii. \$200.00 per person for cancellation received 4-7 weeks prior to their trip
    - iii. \$300.00 per person for cancellation received less than 4 weeks prior to their trip

### SME CANCELLATIONS

- 1) If SME must cancel a program (Canada or Europe) for reasons that are **IN our control**, then SME will either (at the company's discretion) do one of the following:
  - a. All paid money will be refunded to the guest
  - b. Or the paid money will be transferred to a similar program within the next 12 months
- 2) If a program (Canada or Europe) cannot be offered or executed due to **"an act of God"** (earthquake, volcano eruption, health pandemic, border closures, airline strikes etc.) then:
  - a. The paid money, less the deposit, will be refunded to the guest
  - b. The paid money, less a minimum handling fee of \$300 or up to the deposit (depending on the amount of prepaid expenses SME has incurred), will be moved to another program of a similar nature within the next 12 months.

## **GROUP BOOKINGS:**

### **Group Booking Policy for 6+ Guests**

To secure group reservations effectively and ensure all guests have an equal opportunity to book, we have updated our deposit and hold policies for groups of 6 or more. This policy is directed towards individuals who want to hold multiple spots without having their guest list prepared.

#### **1. Deposit Requirement:**

- a) A 50% deposit of full amount/all spots held will be required if full guest details (name and email) for each person have not been supplied at the time of booking.
- b) If guest names and emails are provided at time of booking, individual invoices will be sent. We require each guest's booking form and deposit to confirm their spot.

#### **2. Holding and Releasing Spots:**

- a) If 50% deposit not supplied within the first week of opening bookings to the public, the held spots will be released.
- b) Individuals in group bookings have 2 weeks to return booking forms and supply deposit, if not completed in that time, the spots will be released back to the public.

*\*Please note the guest inquiring about group bookings is responsible for supplying the email addresses and names.*