

# **MONTANA ALPINE GUIDES REGISTRATION, CANCELLATION, AND REFUND POLICIES**

## **Registration**

We recommend booking early to ensure the availability of a guide. Although we will do our best to accommodate late registrations, please note that depending on dates chosen there may be limited availability, often selling out weeks in advance. Once we receive your payment you will be confirmed on the class or trip you request on a first-come, first-served basis. Reservations with Montana Alpine Guides (MAG) are not transferable to third parties without prior approval by MAG.

## **Deposits**

For multi-day climbs and peak ascents, we require a deposit of 50% of the total cost with the balance due 30 days prior to the start of your trip. Full payment is required for multi-day climbs and peak ascents booked within 30 days of the trip date, and for all climbing school programs and standard one-day climbs, regardless of when booked.

## **Payment**

We accept credit cards (with 5% processing fee), checks, cash, and money orders. A \$30 service charge will be applied to all returned checks.

## **Cancellations**

### ***Climbing School Programs And One-Day Climbs***

All requests for cancellations and date changes must be submitted in writing. Once we receive written notice that you are canceling your trip, the following fees apply. If you cancel your reservation more than 30 days from the start of your trip, we will return your full payment, less a \$50 processing fee. If you cancel 14 to 30 days before your trip, we will retain 50% of your payment and refund the balance. If you cancel within 14 days of your start date, or fail to appear, you will be charged for the entire amount of your trip.

### ***Peak Ascents And Other Multi-Day Trips***

All requests for cancellations and date changes must be submitted in writing. Once we receive written notice that you are canceling your trip, the following fees apply. If you cancel your reservation more than two months from the start of your trip, we will return your full deposit, less a \$50 processing fee. If we receive your cancellation request within 31 to 60 days of your start date, we will retain 50% of your deposit and refund the balance. If you cancel within 30 days of your start date, or fail to appear, you are responsible for and will be charged/billed the full amount of your trip.

## **Cancellations by Montana Alpine Guides**

MAG reserves the right to cancel any program due to inadequate bookings, weather or route conditions, guide health, or for any other reason. If MAG must cancel a trip, a full refund will be given. In such cases, MAG is not responsible for expenses incurred by the client in connection with the trip such as airfare, car rental, equipment purchases, etc. If we cancel a trip, every effort will be made to reschedule. If we are unable to schedule another date, we will refund your payment. If MAG elects to run an under-booked, group-rate trip, we reserve the right to modify or shorten the trip if you are the sole participant.

## **Date changes**

Date changes are subject to availability and apply only to the current climbing season. You

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may request a date change up to 31 days before the start date without additional charge. A \$50 per person processing fee will be charged for requests made 30 to 15 days before the start date. Rescheduling requests submitted with 14 or fewer days remaining before the start date are treated as cancellations and are subject to the cancellation policies described above.

### **Refunds**

By its very nature, mountaineering is an uncertain endeavor, and many factors can influence the outcome of a trip. While we understand that reaching the summit is important, and our guides will make every effort to do so safely, we cannot guarantee that you will summit or achieve all the objectives you may have set for yourself. Factors such as weather, route conditions, or your own abilities may create circumstances that make continuing with the climb unsafe or unwise, and you or your party may have to descend before reaching the summit or accomplishing your objectives. Accordingly, once a trip or class begins, we are unable to offer refunds for weather related cancellations, or for trips or classes that end prematurely due to weather, route conditions or circumstances within, or affecting, your group. Further, if you decide for any reason not to begin or continue with your climb, no credits or refunds will be given.

### **Waiting List**

If a class or trip is full when we receive your registration and payment, we will notify you that you have been placed on a waiting list. If you decide to cancel your reservation while still on the wait list, we will refund your payment.

### **Trip Insurance**

Factors such as illness, injuries, family emergencies, business obligations, missed or cancelled flights, lost baggage, etc., may require you to cancel or delay your trip. Unless you are willing to absorb the entire cost of your program in the event of a cancellation, we encourage you to obtain trip insurance to protect your investment. Please visit [www.insuremytrip.com](http://www.insuremytrip.com) to shop for the policy that is right for you.