

## 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 as we are often booked weeks in advance. Once we receive your payment you will be confirmed for the course or trip you request on a first-come, first-served basis.

Reservations with MAG (Montana Alpine Guides) are not transferable to third parties without prior approval by MAG.

### **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.

### **Deposits**

**Single-Day Trips (Private Climbing, Skiing, and Snowshoeing Bookings):** Full payment is required at the time of booking to secure your reservation.

**Group Courses (Including Climbing Courses and Level 1 Avalanche Courses):** Full payment is required at the time of booking to secure your reservation.

**Gannett Peak Climbs:** A 50% deposit is required at the time of booking to secure your reservation. The balance payment is due 120 days before the start of your trip.

**Multi-Day Trips and Expeditions (Both Domestic and International):** A non-refundable deposit of \$500 per person is required at the time of booking to secure your reservation. The balance payment is due 120 days before the start of your trip.

### **Payment**

We accept bank transfers, credit cards, checks, cash, and money orders. A \$30 service charge will be applied to all returned checks. Credit cards are not accepted for payments of \$2,500 or more.

### **Cancellations**

We HIGHLY ENCOURAGE trip insurance. 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:



**MONTANA ALPINE GUIDES**

**Single-Day Trips (Private Climbing, Skiing, and Snowshoeing Bookings):** If you cancel your reservation more than 60 days from the start of your trip, we will return your full payment, less a \$100 processing fee. If you cancel 60-30 days before your trip, we will retain 50% of your payment and refund the balance. If you cancel within 30 days of your start date, or fail to appear, you will be charged for the entire amount of your trip.

**Group Courses (Including Climbing Courses and Level 1 Avalanche Courses):** If you cancel your reservation more than 30 days from the start of your trip, we will return your full payment, less a \$100 processing fee. If you cancel within 30 days of trip dates or fail to appear, you will be charged for the entire amount of your trip.

**Gannett Peak Climbs:** Cancellation must be made 120 days before the start date of the trip, otherwise your deposit will be forfeited in its entirety. No refunds for weather-related delays or weather-related changes in trip itineraries. For cancellations made before the 120 day cut off we will refund the amount minus 15% of what was paid.. All Expedition participants are required to purchase Trip Insurance as within 120 days from the start of your trip there are NO REFUNDS for any reason whatsoever.

**Multi-Day Trips and Expeditions (Both Domestic and International):** The \$500 per person is non-refundable. If you cancel 120 or more days prior to the start of your trip, the \$500 per person deposit will not be refunded. If you cancel less than 120 days before the start of your program, no refunds will be issued.

### **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 guiding season.

**Single-Day Trips (Private Climbing, Skiing, and Snowshoeing Bookings):** You 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.



**MONTANA ALPINE GUIDES**

**Group Courses (Including Climbing Courses and Level 1 Avalanche Courses):** You may request a date change up to 31 days before the start date without additional charge. A \$100 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.

**Gannett Peak Climbs:** Date changes may be requested at anytime up to 45 days prior to your departure date for a \$150 fee per person. There are no date changes allowed less than 45 days before departure.

**Multi-Day Trips and Expeditions (Both Domestic and International):** Date changes may be requested at any time up to 45 days prior to your departure date for a \$150 fee per person. There are no date changes allowed less than 45 days before departure.

## **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 waitlist, we will refund your payment.