

GROUP TOURS: TERMS, CONDITIONS & CANCELLATION POLICY

Booking Policy

All group tours, courses and experiences (henceforth referred to as "group tours") must be paid for in full to confirm. Group tours can be booked for a minimum of 6 people. Maximum numbers depend on the activity, available equipment and tour. All group bookings must be organized and paid for by one person.

Cancellation Policies ALL SEASONS

All group tours are subject to cancellation fees. Fees are calculated per cancelled person. These fees are in *addition* to penalties applied by catering and accommodation providers. No credits will be given for cancellations. No exceptions.

Cancellations made with

...30 or more days notice are subject to a 25% cancellation fee (NO exceptions)

...22 - 29 days are subject to a 50% cancellation fee (NO exceptions)

...21 or fewer days notice a 100% cancellation fee (NO refund, NO exceptions)

For example... you booked an event with 60 days notice for 10 people at \$100 per person and cancel 1 person with

...30 or more days notice - receive a \$75 refund

...22-29 days notice - receive a \$50 refund

...21 or fewer days notice - no refund

Please be certain of your numbers before booking. There are absolutely NO exceptions to the cancellation policy. Hoodoo Adventures does not assume responsibility for catering and accommodation cancellations where applicable.

Hoodoo Adventures reserves the right to cancel or reschedule tours in response to weather or safety concerns. *Refunds for cancellations are only applicable if the event has been cancelled by Hoodoo Adventure Company, and will be facilitated by Hoodoo Staff.*

Discounts

Group discounts are as follows...

- 6 - 12 people: 5% discount
- 13 + people: 10% discount

Discounts do not apply on rentals, but are subtracted from a regular rate for shuttles, tours and services only. Team building events are already priced with groups in mind and cannot be combined with other offers or discounts. Discounts will be clearly communicated in the final quote.

Weather Policy

Our tours take place in a variety of weather conditions. We require that our guests dress appropriately and adequately for the forecasted weather. Upon booking, you will receive a confirmation email which explains explicitly what to bring and wear to be prepared. *It is the responsibility of the client to read this and ensure that all other guests are made aware of these requirements.* Hoodoo Adventures reserves the right to deny participation to any guest who is inadequately prepared for their tour or activity, *without refund*. In the event of a forecast that may cause major negative impact to the quality of the tour or activity, Hoodoo Adventures reserves the sole right to alter, reschedule or cancel the event as necessary. If the client chooses to cancel the event, they will be subject to the above described administration fees.