

## **Standard Tours and Skills Courses**

### **2020 and 2021 SEASONS -CANCELLATION POLICY UPDATE FOR COVID-19**

All standard tours must be paid for in full upon booking to confirm space(s). All standard tours require a minimum of 2-4 people (as outlined in "requirements") to run. If we are unable to meet minimum numbers, we may offer an alternative date or cancel the tour and provide a refund. For groups of fewer than 2, a minimum charge will apply to cover the 2<sup>nd</sup> space. On tours with 2 or more people, per person rates apply, unless otherwise stated. Hoodoo Adventures aims to reach minimum numbers whenever possible while accommodating the availability of our customers. Maximum numbers may vary based on activity, and available equipment, and staff.

### **Cancellation Policies during Covid-19 Pandemic**

Cancellation policy for standard tours is as follows:

- If cancelling with 14 or more days of tour or course date: 75% refund or you can take a full credit for a later date
- If cancelling within 7-13 days of tour date: 50% refund or you can take a full credit
- If cancelling within 7 days of tour date: No refund but full credit is offered
- All booking refunds, no matter the timeline will be dealt with on a case by case basis if Covid-19 travel restrictions, lock downs or personal health issues arise. We understand these are uncertain times.

**Please contact us if you have any questions or concerns at [booking@hoodoadventures.ca](mailto:booking@hoodoadventures.ca)**

### **Weather Policy:**

Our tours take place in a variety of weather conditions, and we request that our guests dress appropriately and adequately for the forecasted weather. Upon booking you will receive a confirmation email which explains what to bring and wear to be prepared. It is the responsibility of the client to read this and ensure that all other guests booked by the client are aware of these requirements. In the event of a forecast that may cause major negative impact to the quality of the tour or event, Hoodoo Adventures reserves the sole right to alter, reschedule or cancel the event as necessary.

**In the Case of Smoke/Fire/Natural Disaster:** The above Cancellation Policy always stands. It is the responsibility of the guest to acquire trip or travel cancellation insurance through your chosen provider.

## **2022 PEAK SEASON STANDARD TOURS (15 MAY – 15 SEPT)**

### **Booking Policy**

All standard tours must be paid for in full upon booking to confirm space(s). All standard tours require a minimum of 2-4 people (as outlined in "requirements") to run. If we are unable to meet minimum numbers, we may offer an alternative date or cancel the tour and provide a refund. For groups of fewer than 2, a minimum charge will apply to cover the 2<sup>nd</sup> space. On tours with 2 or more people, per person rates apply, unless otherwise stated. Hoodoo Adventures aims to reach minimum numbers whenever possible while accommodating the availability of our customers. Maximum numbers may vary based on activity, and available equipment, and staff.

### **Cancellation Policies**

Cancellation policy for standard tours is as follows:

- If cancelling with 30 or more days of tour date: 75% refund
- If cancelling within 22-29 days of tour date: 50% refund
- If cancelling within 21 days of tour date: No refund

Hoodoo Adventures reserves the right to cancel or reschedule tours in order to fulfill minimum numbers, or in response to weather or safety concerns. *Refunds for cancellations are only applicable if the event has been cancelled by Hoodoo Adventure Company for safety concerns.*

### **Weather Policy**

Our tours take place in a variety of weather conditions, and we request 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 booked by the client are aware of these requirements. In the event of a forecast that may cause major negative impact to the quality of the tour or event, Hoodoo Adventures reserves the sole right to alter, reschedule or cancel the event as necessary.

**In the Case of Smoke/Fire/Natural Disaster:** The above Cancellation Policy stands at all times. It is the responsibility of the guest to acquire trip or travel cancellation insurance through your chosen provider.

## **OFF SEASON STANDARD TOURS (16 SEPT - 14 MAY)**

### **Booking Policy**

All standard tours must be paid for in full upon booking to confirm space(s). All standard tours require a minimum of 2-4 people (as outlined in "requirements") to run. If we are unable to meet minimum numbers we may offer an alternative date or cancel the tour and provide a refund. For groups of fewer than 2, a minimum charge will apply to cover the 2<sup>nd</sup> space. On tours with 2 or more people, per person rates apply, unless otherwise stated. Hoodoo Adventures aims to reach minimum numbers whenever possible while accommodating the availability of our customers. Maximum numbers may vary based on activity, and available equipment, and staff.

### **Cancellation Policies**

Cancellation policy for standard tours is as follows:

- If cancelling with 14 or more days of tour date: 75% refund
- If cancelling within 8-13 days of tour date: 50% refund
- If cancelling within 7 days of tour date: No refund

Hoodoo Adventures reserves the right to cancel or reschedule tours in order to fulfill minimum numbers, or in response to weather or safety concerns. *Refunds for cancellations are only applicable if the event has been cancelled by Hoodoo Adventure Company for safety concerns.*

### **Weather Policy**

Our tours take place in a variety of weather conditions, and we request that our guests dress appropriately and adequately for the forecasted weather. Upon booking you will receive a confirmation email which explains what to bring and wear to be prepared. It is the responsibility of the client to read this and ensure that all other guests booked by the client are aware of these requirements. In the event of a forecast that may cause major negative impact to the quality of the tour or event, Hoodoo Adventures reserves the sole right to alter, reschedule or cancel the event as necessary.

**In the Case of Smoke/Fire/Natural Disaster:** The above Cancellation Policy stands at all times. It is the responsibility of the guest to acquire trip or travel cancellation insurance through your chosen provider

## Specialty & Group Tours / Corporate Events and School Groups – 2020/2021

### **SPECIALTY TOURS AND GROUP TOURS – ALL SEASONS**

*Specialty and group tours involve additional preparation or a third party to run successfully, such as an artist or chef, etc. or **any fully customized tour**. These tours are organized by a single person that is charge of organizing his/her group and paying for the tour.*

#### **Booking Policy**

All specialty and group tours must be paid in full upon booking and are subject to a 25% non-refundable administration fee upon booking. Number of guests must be confirmed 10 days prior to the event for any price adjustments in the event that the number of participants is higher than the one originally booked for.

#### **Cancellation Policies**

These tours are subject to a non-refundable 25% administration fee. Cancellation policy for specialty and group tours is as follows:

- If cancelling with 30 or more days of tour date: 75% refund
- If cancelling within 22-29 days of tour date: 50% refund, full credit available
- If cancelling within 21 days of tour date: No refund, full credit available

Specialty and group tours require a minimum number in order to run. **Hoodoo Adventures reserves the right to cancel any specialty or group tour and refund or credit participants should this event not reach its minimum numbers.** Specialty tours and events are subject to maximum numbers, which vary based on the activity, and available equipment and staff.

#### **Weather Policy**

Our tours take place in a variety of weather conditions, and we request that our guests dress appropriately and adequately for the forecasted weather. In the event of a forecast that may cause major negative impact to the quality of the event, Hoodoo Adventures reserves the sole right to alter, reschedule or cancel the tour as necessary.

**In the Case of Smoke/Fire/Natural Disaster:** The above Cancellation Policy stands at all times. It is the responsibility of the guest to acquire trip or travel cancellation insurance through your chosen provider.

### **CORPORATE EVENTS AND SCHOOL GROUPS– ALL SEASONS –**

#### **Booking Policy**

All events bookings require a 50% deposit which is due upon booking to hold spaces. The remaining balance is due 21 days prior to the event date with the final number of participants. All events must be organized and paid for by one person.

#### **Cancellation Policies**

Cancellation policy for group tours and events is as follows:

- If cancelling with 30 or more days of tour date: 75% refund
- If cancelling within 22-29 days of tour date: 50% refund or full credit will be given
- If cancelling within 21 days of tour date: No refund but full credit will be given
- All booking refunds, no matter the timeline will be dealt with on a case by case basis if Covid-19 travel restrictions, lock downs or personal health issues arise. We understand these are uncertain times.

Corporate events and school groups require a minimum number in order to run. **Hoodoo Adventures reserves the right to cancel any corporate event or school group and refund or credit participants should this event not reach its minimum numbers.** Corporate events and school groups are subject to maximum numbers, which vary based on the activity, and available equipment and staff.

#### **Weather Policy**

Our tours take place in a variety of weather conditions, and we request that our guests dress appropriately and adequately for the forecasted weather. Prior to the date of the tour, we will send you an email with information on what to wear. In the event of a forecast that may cause major negative impact to the quality of the tour or event, Hoodoo Adventures reserves the sole right to alter, reschedule or cancel the event as necessary.

**In the Case of Smoke/Fire/Natural Disaster:** The above Cancellation Policy stands at all times. It is the responsibility of the guest to acquire trip or travel cancellation insurance through your chosen provider.

## **Shuttles and Rentals**

### **SHUTTLES - ALL SEASONS**

#### **Booking Policy**

All shuttles must be paid for in full upon booking to hold space(s). All shuttles require a minimum of 2 people. For groups of fewer than 2, a minimum charge will apply to cover the 2<sup>nd</sup> space.

On shuttles with 2 or more people, per person rates apply. Hoodoo Adventures aims to reach minimum numbers whenever possible while accommodating the availability of our customers.

Maximum numbers may vary based on vehicle availability.

#### **Cancellation Policies**

Cancellation policy for shuttles is as follows\*:

- If cancelling with 11 or more days of shuttle date: \$5.00 cancellation fee per shuttle seat
- If cancelling within 8-10 days of shuttle date: \$10 cancellation fee per shuttle seat
- If cancelling within 6-7 days of shuttle date: \$20 cancellation fee per shuttle seat
- If cancelling within 5 days of shuttle date: no refunds. Full credits available
- **All booking refunds, no matter the timeline will be dealt with on a case by case basis if Covid-19 travel restrictions, lock downs or personal health issues arise. We understand these are uncertain times.**

Hoodoo Adventures reserves the right to cancel or reschedule shuttles in response to weather or safety concerns. *Refunds for cancellations are only applicable if the event has been cancelled by Hoodoo Adventure Company for safety concerns.*

For group bookings for shuttles (6 or more) the Specialty Tours and Group Tours cancellation policy applies

#### **Weather Policy**

Our shuttles take place in a variety of weather conditions, and we request 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 booked by the client are aware of these requirements. In the event of a forecast that may cause major negative impact to the safety of the ride, Hoodoo Adventures reserves the sole right to alter, reschedule or cancel the shuttle as necessary.

**In the Case of Smoke/Fire/Natural Disaster:** The above Cancellation Policy stands at all times. It is the responsibility of the guest to acquire trip or travel cancellation insurance through your chosen provider.

### **RENTALS – ALL SEASONS**

#### **Booking Policy**

All rentals must be paid in full upfront to hold the rental. **A valid credit card and drivers license number must be provided.** All rentals and rental reservations must be paid for in full up front to rent and/or reserve equipment. Equipment is available on a first come, first serve basis. Availability may be limited due to other events, tours or programs which may be taking place. Please call ahead to reserve equipment. All renters must be 19 or older, and minors must be accompanied by an adult.

#### **Cancellation Policies**

Cancellation policy for shuttles is as follows\*:

- If cancelling with 11 or more days of rental(s) date: \$5.00 cancellation fee per shuttle seat
- If cancelling within 8-10 days of rental(s) date: \$10 cancellation fee per shuttle seat
- If cancelling within 6-7 days of rental(s) date: \$20 cancellation fee per shuttle seat
- If cancelling within 5 days of rental(s) date: no refunds, full credit will be given
- **All booking refunds, no matter the timeline will be dealt with on a case by case basis if Covid-19 travel restrictions, lock downs or personal health issues arise. We understand these are uncertain times.**

Hoodoo Adventures reserves the right to deny or reschedule the release of rental equipment in the event of adverse weather conditions which may compromise the safety of the renter. Hoodoo Adventures reserves the right to refuse rentals to any person for any reason at our discretion.

\* For group bookings for rentals (6 or more) the Specialty Tours and Group Tours cancellation policy applies

#### **Late Fees**

All rentals are subject to late fees should equipment not be returned on time, as it can affect our ability to further rent the equipment or utilize it for other tours or events. The renter agrees to return the equipment at the specified time or be subject to additional fees. Rentals are leased based on half day, full day and overnight fees; and leasers will be subject to the appropriate fee based on the length of time equipment is overdue

## **Damaged Equipment**

The renter agrees to cover the cost of any damage or loss incurred while equipment is in his or her possession. This is based on the cost of repairing or replacing the equipment.

**In the Case of Smoke/Fire/Natural Disaster:** The above Cancellation Policy stands at all times. It is the responsibility of the guest to acquire trip or travel cancellation insurance through your chosen provider.

## **Event Space**

### **EVENT SPACE – PEAK SEASON (15 MAY – 15 SEPT)**

#### **Booking Policy**

All event space rentals are subject to a \$20 non-refundable administration fee, and a valid credit card number must be provided. A minimum of 24-hours notice is required to book the event space. Please contact us directly for inquiries on space within 24 hours of the event. Event space is included in corporate event programs as required. Hoodoo Adventures is a non-smoking facility. Full payment is due upon booking to hold space during peak season.

#### **Liquor Policy**

Liquor is the renter's responsibility. Applicable licenses and certifications are required.

#### **Cancellation Policy**

Cancellation policy for event space is as follows:

- If cancelling with 72 or more hours of rental date: 100% less administration fee
- If cancelling within 48 – 72 hours of rental date: 50% refund
- If cancelling within 24 - 48 hours of rental date: 25% refund
- If cancelling within 24 hours of rental date: no refunds, full credit will be given
- All booking refunds, no matter the timeline will be dealt with on a case by case basis if Covid-19 travel restrictions, lock downs or personal health issues arise. We understand these are uncertain times.

Hoodoo Adventures includes up to one hour of clean up in all event space rentals. Additional charges of \$50 per hour apply to any additional clean up of the facilities that may be required after the event. Leaser is responsible for any damage to the facility event space throughout the duration of the lease.

**In the Case of Smoke/Fire/Natural Disaster:** The above Cancellation Policy stands at all times. It is the responsibility of the guest to acquire trip or travel cancellation insurance through your chosen provider.

### **EVENT SPACE – OFF SEASON (16 SEPT – 14 MAY)**

#### **Booking Policy**

All event space rentals are subject to a \$20 non-refundable administration fee, and a valid credit card number must be provided. A minimum of 24-hours notice is required to book the event space. Please contact us directly for inquiries on space within 24 hours of the event. Event space is included in corporate event programs as required. Hoodoo Adventures is a non-smoking facility. 50% deposit is due upon booking to hold space during off season.

#### **Liquor Policy**

Liquor is the renter's responsibility. Applicable licenses and certifications are required.

#### **Cancellation Policy**

Cancellation policy for event space is as follows:

- If cancelling with 72 or more hours of rental date: 100% less administration fee
- If cancelling within 48 – 72 hours of rental date: 50% refund
- If cancelling within 24 - 48 hours of rental date: 25% refund
- If cancelling within 24 hours of rental date: no refunds
- All booking refunds, no matter the timeline will be dealt with on a case by case basis if Covid-19 travel restrictions, lock downs or personal health issues arise. We understand these are uncertain times.

Hoodoo Adventures includes up to one hour of clean up in all event space rentals. Additional charges of \$50 per hour apply to any additional clean up of the facilities that may be required after the event. Leaser is responsible for any damage to the facility event space throughout the duration of the lease.

**In the Case of Smoke/Fire/Natural Disaster:** The above Cancellation Policy stands at all times. It is the responsibility of the guest to acquire trip or travel cancellation insurance through your chosen provider.

## **Race Policies**

### **RACE POLICIES– ALL RACES**

Participant entries are transferrable. Transfer of any registration fees must be made directly between race director, Lyndie Hill, and the athlete. Written notification may be sent via email to [lyndie@hoodooadventures.ca](mailto:lyndie@hoodooadventures.ca). There is a \$20 administration fee applied to all transfers. There are no refunds for races. NO EXCEPTIONS.

**In the Case of Smoke/Fire/Natural Disaster/Pandemic:** The above Cancellation Policy stands at all times. It is the responsibility of the guest to acquire trip or travel cancellation insurance through your chosen provider.

## **Packages Policies**

*Packages are any tour combined with accommodations or any other type of add on, like a spa experience or gift certificate for example.*

### **PACKAGE POLICY – ALL SEASONS**

#### **Booking Policy**

All packages require a full payment upfront which is due upon booking to hold space on tours and with accommodations.

#### **Cancellation Policy**

Cancellation policy for all packages is as follows:

- If cancelling with 21 or more hours of tour date: 100% less administration fee of 5%
- If cancelling within 14-20 days of tour date: 25% refund
- If cancelling within 7-13 days of tour date: 50% refund
- If cancelling within 7 days or less of the tour date: no refunds
- All booking refunds, no matter the timeline will be dealt with on a case by case basis if Covid-19 travel restrictions, lock downs or personal health issues arise. We understand these are uncertain times.

#### **Tour Cancellations**

##### **Weather Policy**

Our tours and events take place in a variety of weather conditions, and we request that our guests dress appropriately and adequately for the forecasted weather. Prior to the date of the tour or event, we will send you an email with information on what to wear. In the event of a forecast that may cause major negative impact to the quality of the event, Hoodoo Adventures reserves the sole right to alter, reschedule or cancel the tour or event as necessary. If necessary, your fees will be appropriately adjusted to reflect cancelled tours.

**In the Case of Smoke/Fire/Natural Disaster:** The above Cancellation Policy stands at all times. It is the responsibility of the guest to acquire trip or travel cancellation insurance through your chosen provider.

## **Gift Certificates Policies**

### **GIFT CERTIFICATES - PURCHASED**

Purchased gift certificates are subject to a 2-year expiration date. This applies to service gift certificates - such as purchasing a spot on a tour for example.

#### **Refund Policy**

No refunds are given on gift certificates. Value of a gift certificate may be transferred onto a different item - I.E. if the gift certificate is for a wine tour, the value of the wine tour may be transferred to a gym membership instead.

### **GIFT CERTIFICATES - DONATIONS AND PROMOTIONS**

Donated gift certificates by Hoodoo Adventure Co. are subject to a 1-year expiration date. This applies to all donated gift certificates.

#### **Refund Policy**

Donated gift certificates have no money value and cannot be refunded or transferred.

## **Climbing Gym Policies (Memberships, Birthday Parties, Climbing Programs)**

### **MEMBERSHIP POLICIES - ALL SEASONS**

All membership fees must be paid up front in full. We do not offer refunds or partial refunds to members. Memberships are transferable.

#### **Freezing Memberships**

All memberships can only be frozen with authorization and approval from a manager. Fees may apply.

### **BIRTHDAY PARTIES – ALL SEASONS**

#### **Booking Policy**

Birthday parties are available on a first come first serve basis.

All parties are subject to a non-refundable \$20 administration fee, and a \$50 (plus GST) deposit to hold the space. A valid credit card is required as part of the booking process. Remaining balance is due on the date of the event.

#### **Cancellation Policies**

All cancellations are subject to the non-refundable \$20 administration fee and a 72-hour cancellation policy, which dictates:

- 72 hours or more: full refund, less \$20 non-refundable administration fee
- 48-72 hours: 50% refund
- 24 hours or less: no refund
- All booking refunds, no matter the timeline will be dealt with on a case by case basis if Covid-19 travel restrictions, lock downs or personal health issues arise. We understand these are uncertain times.

Dates may be transferred without penalty if given 72 hours or more notice.

**In the Case of Smoke/Fire/Natural Disaster/Pandemic:** The above Cancellation Policy stands at all times. It is the responsibility of the guest to acquire trip or travel cancellation insurance through your chosen provider.

### **CLIMBING PROGRAMS – OFF SEASON (7 SEPT – 22 JUNE) – IE: Pebbles, Stones, Rec Team.**

#### **Booking Policy**

All climbing programs are non-refundable and full payment upon booking is required. Spaces are limited and available on a first come, first serve basis. Climbing programs cannot be booked online if the program starts in less than 48 hours. Please call for availability at these times.

**Transfer of credit or dates** are possible with the following considerations:

- Transfer of dates: Children can be transferred to a different program start date pending availability, provided that the transfer is requested 7 or more days before the original program start date.
- Transfer to other participants: Spaces are transferable up to 7 days before the program start date. Parents may transfer the credit to another sibling or another child, such as a family friend, or a child on Hoodoo's waiting list. In the event that the space cannot be filled, there will be no refunds or credit given.
- All booking refunds, no matter the timeline will be dealt with on a case by case basis if Covid-19 travel restrictions, lock downs or personal health issues arise. We understand these are uncertain times.

Hoodoo Adventures reserves the right to allot credit towards other programs or events; or towards the climbing gym in lieu of a refund on any of our climbing camps and teams

#### **Cancellation Policies**

Due to the demand for space on our climbing camps and teams, we do not offer refunds for cancellations. We offer the option to transfer credit or change dates, as listed above. In the event that Hoodoo Adventures is unable to run a program, credit will be provided to any of our other programs, tours or events.

**In the event of Smoke/Fire/Natural Disaster:** Hoodoo Adventure Company Ltd. does not issue refunds or credits on climbing programs. Our programs have an operations plan in place for days hindered by smoke. Programs will not be canceled due to smoke. Parents/guardians and/or participants are encouraged to purchase cancellation insurance through their chosen provider if smoke/fire is of concern.

## **Kids Programs and Camps**

### **SUMMER ADVENTURE CAMPS – PEAK SEASON (22 JUNE – 6 SEPT)**

#### **Booking Policy**

All summer adventure camps are non-refundable and full payment is required upon booking in order to reserve space(s). Spaces are limited and available on a first come, first serve basis. Summer adventure camps cannot be booked online if the program starts in less than 48 hours. Please call for availability at these times.

**Transfer of credit or dates** are possible with the following considerations:

- Transfer of dates: Children can be transferred to different summer adventure camp dates pending availability, provided that the transfer is requested 14 or more days before the original adventure camp date.
- Transfer to other participants: Spaces are transferable up to 7 days before the program start date. Parents may transfer the credit to another sibling or another child, such as a family friend, or a child on Hoodoo's waiting list. In the event that the space cannot be filled, there will be no refunds or credit given.
- All booking refunds, no matter the timeline will be dealt with on a case by case basis if Covid-19 travel restrictions, lock downs or personal health issues arise. We understand these are uncertain times.

Hoodoo Adventures reserves the right to allot credit towards other programs or events; or towards the climbing gym in lieu of a refund on any of our adventure camps.

#### **Cancellation Policies**

Due to the high demand for space on our summer adventure camps, we do not offer refunds for cancellations. We offer the option to transfer credit or change dates, as listed above.

Hoodoo Adventures reserves the right to cancel, reschedule, or alter the content of a summer camp in response to weather or other safety concerns. In the event that Hoodoo Adventures is unable to run a program, credit will be provided to any of our other programs, tours or events.

#### **Weather Policy**

Our adventure summer camps take place in a variety of weather conditions, and we request that parents ensure that their children dress appropriately and adequately for the forecasted weather. Prior to the date of the program, we will send an email with information on what to wear and what to bring. In the event of a forecast that may cause major negative impact to the quality of the program, Hoodoo Adventures reserves the sole right to alter, reschedule or cancel the program as necessary.

**In the event of Smoke/Fire/Natural Disaster:** Hoodoo Adventure Company Ltd. does not issue refunds or credits on adventure camps. Our camps have an operations plan in place for days hindered by smoke. Camps will not be canceled due to smoke but instead indoor activity and limited time in outdoor sessions will be offered to mitigate such situations. Parents/Guardians are encouraged to purchase cancellation insurance through their chosen provider if smoke/fire is of concern.

### **WINTER, SPRING BREAK AND PRO D DAY CAMPS – OFF SEASON (7 SEPT – 21 JUNE)**

#### **Booking Policy**

All winter, spring break and Pro D days adventure camps are non-refundable and full payment is required upon booking in order to reserve space(s). Spaces are limited and available on a first come, first serve basis. Winter, spring break and Pro D days adventure camps cannot be booked online if the program starts in less than 48 hours. Please call for availability at these times.

**Transfer of credit or dates** are possible with the following considerations:

- Transfer of dates: Children can be transferred to different adventure camp dates pending availability, provided that the transfer is requested 7 or more days before the original adventure camp date.
- Transfer to other participants: Spaces are transferable up to 7 days before the program start date. Parents may transfer the credit to another sibling or another child, such as a family friend, or a child on Hoodoo's waiting list. In the event that the space cannot be filled, there will be no refunds or credit given.

Hoodoo Adventures reserves the right to allot credit towards other programs or events; or towards the climbing gym in lieu of a refund on any of our adventure camps.

#### **Cancellation Policies**

Due to the high demand for space on our winter, spring break and Pro D days adventure camps, we do not offer refunds for cancellations by parents. We offer the option to transfer credit or change dates, as listed above.

Hoodoo Adventures reserves the right to cancel, reschedule, or alter the content of an adventure camp in response to weather or other safety concerns. In the event that Hoodoo Adventures is unable



to run a program, credit will be provided to any of our other programs, tours or events.

### **Weather Policy**

Our adventure winter, spring break and Pro D days camps take place in a variety of weather conditions, and we request that parents ensure that their children dress appropriately and adequately for the forecasted weather. Prior to the date of the program, we will send an email with information on what to wear and what to bring. In the event of a forecast that may cause major negative impact to the quality of the program, Hoodoo Adventures reserves the sole right to alter, reschedule or cancel the program as necessary.

**In the event of Smoke/Fire/Natural Disaster:** Hoodoo Adventure Company Ltd. does not issue refunds or credits on adventure camps. Our camps have an operations plan in place for days hindered by smoke. Camps will not be canceled due to smoke but instead indoor activity and limited time in outdoor sessions will be offered to mitigate such situations. Parents/Guardians are encouraged to purchase cancellation insurance through their chosen provider if smoke/fire is of concern.

## **SPECIALTY KIDS AND YOUTH PROGRAMS – ALL SEASONS**

### **Booking Policy**

All youth specialty programs are non-refundable and full payment is required upon booking in order to reserve space(s). Spaces are limited and available on a first come, first serve basis. Specialty youth programs cannot be booked online if the program starts in less than 7 days. Please call for availability at these times.

**Transfer of credit or dates** are possible with the following considerations:

- Transfer of dates: Children can be transferred to different specialty program dates pending availability, provided that the transfer is requested 14 or more days before the original program date.
- Transfer to other participants: Spaces are transferable up to 7 days before the program start date. Parents may transfer the credit to another sibling or another child, such as a family friend, or a child on Hoodoo's waiting list. In the event that the space cannot be filled, there will be no refunds or credit given.
- All booking refunds, no matter the timeline will be dealt with on a case by case basis if Covid-19 travel restrictions, lock downs or personal health issues arise. We understand these are uncertain times.

Hoodoo Adventures reserves the right to allot credit towards other programs or events; or towards the climbing gym in lieu of a refund on any of our specialty programming.

### **Cancellation Policies**

Due to the high demand for space on our youth programs, we do not offer refunds for cancellations.

We offer the option to transfer credit or change dates, as listed above.

Hoodoo Adventures reserves the right to cancel, reschedule, or alter the content of a specialty program in response to weather or other safety concerns. In the event that Hoodoo Adventures is unable to run a program, credit will be provided to any of our other programs, tours or events.

### **Weather Policy**

Our specialty youth programming take place in a variety of weather conditions, and we request that parents ensure that their children dress appropriately and adequately for the forecasted weather. Prior to the date of the program, we will send an email with information on what to wear and what to bring. In the event of a forecast that may cause major negative impact to the quality of the program, Hoodoo Adventures reserves the sole right to alter, reschedule or cancel the program as necessary.

**In the event of Smoke/Fire/Natural Disaster:** Hoodoo Adventure Company Ltd. does not issue refunds or credits on kids programs. Our programs have an operations plan in place for days hindered by smoke. Programs will not be canceled due to smoke but instead indoor activity and limited time in outdoor sessions will be offered to mitigate such situations. Parents/Guardians are encouraged to purchase cancellation insurance through their chosen provider if smoke/fire is of concern.