

# Hoodoo Adventure Cancellation Policies

All policies are subject to change without notice. Please note that **ALL SERVICES** are subjected to our [Covid-19 Pandemic Policy](#) and our [Weather Policy](#).

Please note that all participants (or legal guardians where minors are concerned) will be required to sign a digital waiver and/or rental agreement prior to their event. Without a valid and complete waiver/rental agreement, participation in any of our events and/or use of our equipment will be denied.

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## Covid-19 Pandemic Policies (implemented 2020 until further notice)

All services must be paid for in full upon booking to confirm space(s). All services must meet requirements outlined in the tour description in order to proceed (IE: minimum numbers must be met). If we are unable to meet requirements, we may offer alternative dates, times or services. We reserve the right to cancel the tour and provide a credit or refund determined on a case by case basis. Hoodoo Adventure Company Ltd aims to reach minimum numbers wherever possible while accommodating the availability of our clients. Maximum numbers may vary based on activity, available equipment, and staff.

***During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict “no-refund” policies, we will on a case by case basis consider credits or refunds until further notice.***

*All booking refunds, no matter the timeline, will be dealt with on a case by case basis if Covid-19 travel restrictions, lockdowns, or personal health issues arise. We understand that these are uncertain times.*

***Please note that each section of our booking and cancellation policies may have additional information as it pertains to Covid-19. If you have any questions or concerns, please contact us at [bookings@hoodooadventures.ca](mailto:bookings@hoodooadventures.ca) or call 250 492 3888***

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## Weather Policy

Our tours take place in a variety of weather conditions. We request that our clients 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 Lead Client/organizer to read the confirmation and ensure that all other guests booked by the Lead Client/organizer 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 Adventure Company Ltd reserves the sole right to alter, reschedule, or cancel the event as necessary.

Weather cancellations resulting in credit/refund may only be made by Hoodoo Adventure Company Ltd when safety is of concern. Clients canceling for the purposes of unfavorable weather waive their right to a refund or credit.

**In the case of Smoke / Fire / Natural Disaster:** The above cancellation policy always stands. It is the responsibility of the Client to acquire trip or travel cancellation insurance through their chosen provider.

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## 2021 Peak Season Standard Tours & Skills Courses (15 May – 15 September)

### **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 or credit. For groups of fewer than 2, a minimum charge will apply to cover the 2<sup>nd</sup> space if necessary. On tours of 2 or more people, per person rates apply, unless otherwise stated. Hoodoo Adventure Company Ltd aims to reach minimum numbers wherever possible while accommodating the availability of our clients. Hoodoo Adventure Company Ltd reserves the right to cancel or reschedule tours in order to fulfill minimum numbers, or in response to weather or safety concerns.

Peak Season Standard Tours and Skills Courses are subject to our [Weather Policy](#).

Maximum numbers may vary based on activity, available equipment, and staff.

**Cancellation Policy:**

*All tours are subject to a non-refundable 25% administration base fee.*

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

*Refunds for cancellations are only applicable if the event has been cancelled by Hoodoo Adventure Company Ltd for safety concerns.*

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## 2021 Off Season Standard Tours & Skills Courses (16 September – 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 or credit. For groups of fewer than 2, a minimum charge will apply to cover the 2<sup>nd</sup> space when necessary. On tours of 2 or more people, per person rates apply, unless otherwise stated. Hoodoo Adventures aims to reach minimum numbers wherever possible while accommodating the availability of our clients. Hoodoo Adventure Company Ltd reserves the right to cancel or reschedule tours in order to fulfill minimum numbers, or in response to weather or safety concerns.

Off Season Standard Tours and Skills Courses are subject to our [Weather Policy](#).

Maximum numbers may vary based on activity, available equipment, and staff.

**Cancellation Policy:**

*These tours are subject to a non-refundable 25% administration fee.*

- 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.

*Refunds for cancellations are only applicable if the event has been cancelled by Hoodoo Adventure Company for safety concerns.*

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## Specialty, Customized & Group Tours (All Seasons)

**Specialty tours** involve additional preparation or a third party (such as an artist, chef, etc.) to run successfully. This also includes any **fully customized tour**.

**Group Tours** are organized by a single Lead Client/organizer, who is in charge of organizing their group and paying for the tour. Typically it consists of 6 or more people.

**Booking Policy:**

All Specialty, Customized and Group Tours must be paid for in full upon booking in order to confirm the tour. *Number of guests must be confirmed at least 10 days prior to the event in order to ensure accommodation.* Cancellation of individual spaces is subject to the cancellation policy below. Spaces may be transferable at the discretion of Hoodoo Adventure Company Ltd. Specialty and Group Tours require a minimum number in order to run. Hoodoo Adventure Company Ltd reserves the right to cancel or reschedule any Specialty / Group Tour and refund or credit participants should this event not reach its minimum numbers.

Specialty and group tours may also be subject to maximum numbers, which may vary depending on the activity, available equipment and staff.

Specialty and group tours are also subject to our [Weather Policy](#).

**Cancellation Policy (including cancellation of individual spaces)**

*These tours are subject to a non-refundable 25% administration fee.*

- If cancelling with 30 or more days of event/tour date: 75% refund
- If cancelling within 22-29 days of the event/tour date: 50% refund.
- If cancelling within 21 days of the event/tour date: no refund.

**Group Booking Discount Policy:**

*Groups of 6 or more people may qualify for a group discount, under the following conditions:*

- **Tours and Courses:**
  - Groups of 6-12 people: 10% discount
  - Groups of 13 or more people: 15% discount
- **Shuttles:**
  - Groups of 6-12 people: 5% discount
  - Groups of 13 or more people: 10% discount

Only select tours, courses and shuttles qualify for the group discount. We do not provide group discounts for any other product or service, up to and including rentals, youth programs, or corporate programs as many of those programs are already priced to accommodate groups. Discounts may be applicable per service. Purchasing multiple separate services does not guarantee a discount. In order to qualify for the group discount, customers must meet the following criteria:

- Must be a qualifying service: Tour, Course or Shuttle (unless otherwise specified)
- Group must consist of 6 or more people
- Event must be organized and paid for by one person (group leader)
- There are no cancellations which bring the group numbers below the 6 person requirement.

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## Corporate Events & School Groups (All Seasons)

### **Booking Policy:**

All Corporate & School Groups require a 50% deposit which is due upon booking to hold spaces. Remaining balance is due 21 days prior to the event date, along with the final number of participants. All events must be organized and paid for by one person: The Lead Client.

Corporate and School Groups require a minimum number in order to run. Hoodoo Adventure Company Ltd. reserves the right to cancel or reschedule any corporate / school group event and refund or credit participants should this event not reach its minimum numbers. Corporate and School Groups may also be subject to maximum numbers, which may vary depending on the activity, available equipment and staff. Corporate and School Groups do not qualify for group discounts as these programs are already priced accordingly.

Corporate and School Group events are also subject to our [Weather Policy](#).

### **Cancellation Policy:**

*These tours are subject to a non-refundable 25% administration fee.*

- If cancelling with 30 or more days of event/tour date: 75% refund
- If cancelling within 22-29 days of the event/tour date: 50% refund.
- If cancelling within 21 days of the event/tour date: no refund.

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## Shuttles (All Seasons)

### **Booking Policy:**

All Shuttles and associated rentals must be paid for in full upon booking to hold space(s) and/or equipment.

All Shuttles require a minimum of 2 people, unless otherwise stated in Shuttle "requirements" (located in the shuttle description). For groups of fewer than 2, a minimum charge will apply to cover the 2<sup>nd</sup> space where necessary. On shuttles with 2 or more people, per person rates apply.

Hoodoo Adventure Company Ltd aims to reach minimum numbers wherever possible while accommodating the availability of our clients. Maximum numbers may vary based on vehicle availability. Hoodoo Adventure Company Ltd reserves the right to cancel, reschedule or alter our Shuttles in response to weather or safety concerns. *Refunds for cancellations are only applicable if the event has been cancelled by Hoodoo Adventures for safety concerns.*

For group bookings for shuttles (6 or more people), the [Specialty Tour and Group Tours Cancellation Policy](#) applies.

For customers booking adjoining shuttles (IE: pick up in Naramata to join a Myra Shuttle), cancellations are subject to each separate policy below (the Naramata pick up will be subject to the custom shuttle policy and the Myra Shuttle will be subject to the regular shuttle policy.)

All Shuttles are subject to the [Weather Policy](#).

### **Cancellation Policy Regularly Scheduled Shuttles (Myra Canyon, Chute Lake, Glenfir Shuttles)**

- If cancelling with 11 or more days of shuttle date: \$5 fee per shuttle seat cancelled

- If cancelling within 8-10 days of shuttle date: \$10 fee per shuttle seat cancelled
- If cancelling within 6-7 days of shuttle date: \$20 fee per shuttle seat cancelled
- If cancelling within 5 days of shuttle date: No refunds

#### **Cancellation Policy Custom Shuttles (All other shuttles, adjoining and custom)**

- If cancelling with 11 or more days of shuttle date: 75% refund
- If cancelling within 8-10 days of shuttle date: 50% refund
- If cancelling within 6-7 days of shuttle date: 25% refund
- If cancelling within 5 days of shuttle date: No refunds

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## Rentals (All Seasons)

### **Booking Policy:**

All rental equipment must be paid in full upon booking to hold the rental. Reservation of rental equipment is only available for full day (8 or more hours) or multi-day rentals. We do not allow reservation of equipment for half day rentals. All half day rentals start at 1pm, are based on availability, and are first come, first served.

**A valid credit card and driver's license number must be provided at the time of the rental, and a rental agreement must be completed.** Equipment availability may be limited due to other events, tours or programs which may be taking place. Please call ahead to reserve equipment or book online. All renters must be aged 19 or older. Minors must be accompanied by an adult. Hoodoo Adventure Company Ltd 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 Adventure Company Ltd reserves the right to refuse rentals to any person for any reason at our discretion.

All renters are subject to our [Weather Policy](#).

It is recommended that all renters read our **Know Before You Go** document, located on our website. When booking rentals, it is assumed that all renters have read, understood and agreed to the information in that document.

### **Equipment Transportation Guidelines:**

Renters *may* be permitted to transport our bikes and E-Bikes under specific conditions:

- Bikes and eBikes cannot be disassembled and transported inside a vehicle (Wheels may not be removed / Handle bars must not be turned)
- E-Bikes must only be transported outside of a vehicle on a genuine E-bike rated carrier rack
- E-Bikes CANNOT be transported in a pick up truck and draped over a tailgate mat - This may result in damage to battery and frame
- E-Bikes CANNOT be transported in a trailer unless the trailer has a bike carrier rack installed specifically to carry E-bikes
- We reserve the right to deny personal transportation of our equipment if we deem the equipment to be inadequate for transportation. We may request to inspect transportation equipment and approve of it before releasing the equipment for rent.

### **Cancellation Policy for eBikes:**

- If cancelling with 16 or more days of rental date: \$10 fee per item per day
- If cancelling within 13-15 days of rental date: \$20 fee per item per day
- If cancelling within 11-12 days of rental date: \$40 fee per item per day
- If cancelling within 10 days of rental date: No refunds

### **Cancellation Policy for *all* other rentable equipment (watercraft, bikes, camping equipment, snowshoes, climbing gear, floating docks, accessories, etc.)**

- If cancelling with 11 or more days of rental date: \$5 fee per item per day
- If cancelling within 8-10 days of rental date: \$10 fee per item per day
- If cancelling within 6-7 days of rental date: \$20 fee per item per day
- If cancelling within 5 days of rental date: No refunds

### **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; leasees will be subject to the appropriate fee based on the length of time the equipment is overdue, including any additional time it takes to return the item back into circulation. Items such as E-bikes take longer to return to circulation once they have been returned, due to their need for charging. Penalties for late E-bike returns may be higher as a reflection of this.

### **Damaged Equipment:**

The renter agrees to cover the cost of any damage or loss incurred while equipment is in their possession. This is based on the cost of repairing or replacing the equipment. In the case of eBikes and bikes, it is expected that the renter will have a basic understanding of the equipment they are renting and that they will acknowledge any obvious malfunctions or warning lights while using the equipment by contacting us directly for guidance. If the renter chooses not to acknowledge an obvious malfunction or warning light and continues to use the equipment without approval of Hoodoo Adventure Company, the renter will be liable for any subsequent damage to the equipment. We expect all eBike renters to read our **So, you're renting an EBike?** document, which details special considerations pertaining to using EBikes.

### **EBike Considerations:**

EBikes are only available for half day rentals, full day rentals, or multi-day rentals. Due to the charge time required for EBikes, their turnaround time is significantly longer than our regular bikes; therefore we do not allow for these rentals to be kept overnight to be returned in the morning. If you would like to return the EBikes the following morning, you will be charged a full day rental fee per bike. We encourage all EBike renters to return their bikes on time, and at least 30 minutes prior to closing time. Please check the website for our hours of operation.

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## Event Space: Peak Season (15 May–15 September) & Off Season (16 September–14 May)

### **Booking Policy:**

All Event Space Rentals are available on a first come, first served basis. Space is subject to availability and notice of 24 hours is preferred. Please call 250 492 3888 or email [bookings@hoodooadventures.ca](mailto:bookings@hoodooadventures.ca) to inquire.

Event space is included in corporate event programs as required.

Full payment is required in *peak season* to hold space.

50% deposit is required in the off season to hold space.

A valid credit card is required for deposits.

All event space rentals are subject to a non-refundable \$20 administration fee.

Hoodoo Adventures is a non-smoking facility.

This rental is subject to our [Weather Policy](#).

### **Liquor Policy:**

Hoodoo Adventures is a non-licensed facility. Applicable licenses and certifications are required for alcohol service and consumption, and are the responsibility of the renter.

### **Cancellation Policy:**

- If cancelling with more than 72 hours of rental date/time: 100% less admin fee (\$20)
- 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 or no-shows: No refunds

### **Rental Inclusions & Additional Fees:**

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

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## Races (All Races)

### **Race Policy for all race events, unless otherwise specified:**

We have a strict No Refund or Credit Policy. **No refunds/credits under any circumstance.**

**Participant entries are transferable unless otherwise indicated.** Transfer of any registration fees must be made directly between the race director, Nathalie Long and the Athlete. Written notification may be sent via email to [events@hoodooadventures.ca](mailto:events@hoodooadventures.ca).

There is a \$20 administration fee applied to all transfers.

There are **no refunds for races. NO EXCEPTIONS.**

All race participants are subject to our [Weather Policy](#).

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## Tour Packages (All Seasons)

**Packages** are any tour combined with accommodations or any other type of add on, such as a spa experience or gift certificate, etc.

### **Booking Policy:**

All packages require a full payment due upon booking to hold and confirm space on tours and with accommodations or other service providers. Additional policies may be implemented via accommodation provider or other service provider. For packages booked directly with Hoodoo Adventure Company Ltd for other services, any additional service provider Policies will be forwarded to you.

Tour packages are subject to our [Weather Policy](#).

### **Cancellation Policy:**

***Please note that accommodation providers and other service providers may have additional or differing cancellation policies that you may be subject to. For packages booked directly with Hoodoo Adventure Company Ltd, we will forward all relevant policies from third party service providers to you.***

Hoodoo Adventure Company Ltd charges a minimum 10% non-refundable administration fee for all packages.

- If cancelling with 21 or more days of event date: 90% refund
- If cancelling within 14 – 20 days of event date: 50% refund
- If cancelling within 8 – 13 days of event date: 25% refund
- If cancelling within 7 days of event date: No refund.

***During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict “no-refund” policies, we will on a case by case basis allot credits or refunds until further notice.***

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## Gift Certificate (All gift certificates: Purchased, Donated, Promotional)

### **Purchased Gift Certificates:**

As we are a service provider, gift certificates are subject to a 2-year expiration date. If you require additional time on your gift certificate please call us, we will always do our best to accommodate.

**There are *no refunds or cash value* given on gift certificates.**

Value of a gift certificate may be transferred onto a different item, for example a gift certificate for a wine tour may have its value transferred towards a climbing wall membership instead. We do not give cash back on gift certificates, or on unused balances.

### **Donations and Promotional Gift Certificates:**

Donated gift certificates are subject to a 1-year expiration date.

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

Donated gift certificates must be used for the item noted.

### **Using Gift Certificates:**

Customers must contact the booking office directly to redeem gift certificates. Once a gift certificate is redeemed, the customer is bound by the terms and conditions of the service they have purchased with that gift certificate. Hoodoo Adventure Company Ltd does not track gift certificate recipients. Please take care not to lose your certificate as we may not be able to recover it on your behalf. When redeeming your certificate, we will need the code, expiration date, value and service (if applicable).

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## **Climbing Wall: Memberships**

### **Terms & Conditions:**

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.

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## **Climbing Wall: Birthday Parties**

### **Booking Policy:**

Birthday parties are available on a first come, first served basis, and based on availability of the climbing wall and event space.

All party bookings must be paid in full up front to hold the space. Numbers must be confirmed with 72 or more hours notice to best ensure accommodation. Dates may be transferred without penalty with 72 hours notice or more. Transfer of dates inside of 72 hours will result in a \$20 administration fee.

Although indoors, birthday parties are still subject to our [Weather Policy](#).

### **Cancellation Policy:**

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

- Cancellations of 72 hours or more notice: full refund less administration fee
- Cancellations within 24 - 72 hours: 50% refund
- Cancellations inside of 24 hours: no refund.

***During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict “no-refund” policies, we will on a case by case basis consider credits or refunds until further notice. Your booking will be subject to change as per Provincial Health Guidelines.***

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## Climbing Wall: Climbing Programs

**Climbing programs** include *Pebbles, Stones and Rec Team*.

### **Booking Policy:**

All climbing programs are non-refundable. Full payment is due upon booking to confirm space. Spaces are limited and available on a first come, first served basis. Climbing programs cannot be booked online within 48 hours of the program start date. Please call for availability at these times.

All climbing programs are subject to our [Weather Policy](#).

### **Terms and Conditions:**

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 a minimum of 7 days before the original program start date.
- *Transfer of credit:* Spaces are transferable up to 7 days before the program start date. Parents may transfer credit to a 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 youth programs are subject to a non-refundable \$30 administrative transfer fee.

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

### **Cancellation Policy:**

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 credits or change dates as per the terms and conditions above. In the event that Hoodoo Adventure Company Ltd is unable to run a program, credit will be provided to any of our other programs, tours, or events.

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## Climbing Wall: General Policies

**General Policies include:** Day passes, punch passes, courses and other climbing sessions and programs.

**Booking Policy:** Walk-ins are welcome and subject to availability. Pre-booking is recommended to guarantee space, with 7 or *fewer days'* notice, to ensure regular availability. More advanced notice is permitted for group bookings - please contact us for more information. All bookings must be paid in full up front to confirm space.

The climbing wall is subject to public health policies which can change without notice. Space and climbing duration is presently limited and may vary depending on current public health measures. Please visit our website or contact us directly for our capacity limits as well as for information on time slot availability.

Although indoors all gym programs are still subject to our [Weather Policy](#).

### **Terms and Conditions:**

Day Passes - Until further notice, due to public health measures, the day pass is only valid for its scheduled time slot. *In non-pandemic times where there are no health measures in effect*, the day pass is valid for the date purchased and climbers are welcome to come and go during climbing wall hours. Time slot changes may be accommodated with 48 or more hours notice *depending on availability*.

Punch Passes - Punch passes are valid for 1 year from the date of purchase. Passes are non-refundable, but are transferable and may be shared between multiple climbers.

### **Cancellation Policy:**

- No refunds, transfers or credits for missed classes.

## Hoodoo Memberships: Full Season and Monthly

**Includes:** *Full season memberships, Monthly memberships*

### **Booking Policy:**

All memberships require full payment of membership fees before reserving equipment, tour or course space(s). Membership benefits are not retroactive. Equipment/spaces may be limited and available on a first come, first served basis and are walk-in only.

Memberships are *non-transferrable, non-sharable and cannot be paused for later use*. It is up to the participant to use their membership. Refunds or credits will not be given for unused memberships. Monthly memberships may be purchased in advance of use (ie, purchased in the Spring for use in a Summer month). Please indicate which month you would like to use your membership in the notes section of your membership purchase page if needed. Hoodoo Adventure Company Ltd reserves the right to cancel memberships without notice for any abuse of the terms and conditions.

### **Membership Dates:**

Full season memberships may be purchased between February 1 and July 31st for use between May 1 and November 1.

Monthly memberships may be purchased between February 1 and September 30 for use between May 1 and November 1. Monthly memberships are valid for 31 days from date of purchase.

*Members benefits are only available while the membership is valid. The membership season runs from May 1 - November 1.*

**Membership Inclusions and Exclusions:**

- **Rentals:** All memberships include access to free, 4-hour limited daily use of canoe, kayak, SUP and climbing equipment rentals for the member. Members renting equipment are subject to the [Rental Policy](#). *Bikes are not included* in the member rental program. *We reserve the right to limit rental quantity, duration and dates, as well as to reschedule with reasonable notice if needed. We reserve the right to swap rental equipment for a reasonable substitute.* Watercraft rentals may be taken by vehicle off site using an appropriate and approved means of transportation. Watercraft can be used for a duration of 4 hours per day. Multi-day and overnight rentals are not included and regular rates apply. Rental equipment not returned within the time limit may incur penalty fees. Climbing gear includes shoes, harness and chalk for indoor climbing sessions; and shoes, chalk and helmet for outdoor use. All associated safety equipment for watercraft are included in your rental. Rentals are subject to availability and weather conditions at the time of rental.
- **Tours & Courses:** All members may join existing\* tours and skills courses at a discounted rate of 50% off. Members joining tours and courses are subject to their respective [Skills and Courses Policy](#)) policies. All tours and skills courses must be paid for in full up front to reserve space(s). Members must contact us directly to book with their discounted rate.
  - \*Existing tours are defined as tours/courses that already have met minimum capacity for guests paying regular price. If a member joins a tour/courses that has not met minimum capacity, an alternative date or activity may be offered. Members may book onto any tour (pre-existing or not) if they are bringing a minimum of 4 members (including yourself) or 2 non-members plus yourself.
- **Shuttles:** All members may join existing\* shuttles at a discounted rate of 50% off. Members joining shuttles are subject to the [Shuttle Policy](#). Shuttles must be paid for in full up front to reserve space(s). Members must contact us directly to book with their discounted rate.
  - \*Existing shuttles are defined as shuttles that already have met minimum capacity for guests paying regular price. If a member joins a shuttle that has not met minimum capacity, an alternative date or location may be offered. Members may book onto any shuttle (pre-existing or not) if they are bringing a minimum of 4 members (including yourself) or 2 non-members plus yourself.

**Weather Policy:** All memberships are subject to our [Weather Policy](#).

**Covid-19 Policy:** All memberships should be aware of our [Covid-19 Policy](#).

**Bring a friend:**

All members may bring up to 6 friends with them on any tour, course or shuttle at a discount of 20% off per person. Rentals are also available at 20% off. *Bike rentals are not included.* Friends *must* be booked separately for the same date, time and event/item as the member and the member *must* be in attendance. Members must contact us directly to book a tour or course with friends by emailing [bookings@hoodoadventures.ca](mailto:bookings@hoodoadventures.ca) or call us at 250-492-3888. All friends of members are subject to the aforementioned booking and cancellation policies that members

are bound by. Equipment rentals for friends of members are walk-in only, first come, first served, based on availability, and the member must also be attending at the same time.

***During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict “no-refund” policies, we will on a case by case basis consider credits or refunds until further notice.***

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## Kids Programs & Camps (Peak Season: 22 June – 6 September)

**Includes** *Summer Adventure Camps.*

### **Booking Policy:**

All Kids Programs & Camps require full payment upon booking to reserve space(s). Spaces are limited and available on a first come, first served basis. Programs cannot be booked online within 48 hours of program start. Please call for availability at these times.

All Kids Programs & Camps are subject to our [Weather Policy](#).

### **Requirements:**

All participants must fill in the required paperwork for their program in order to participate. For our camps, this includes the following forms, which are available online:

- Youth Medical Registration & Waiver

If your child has a severe or life threatening allergy, we ask that you fill out the following form:

- Anaphylaxis Form

And if your child is going on an overnight adventure with us, we ask that *in addition* to the above forms, that you fill out this form:

- Youth Medical Form - Extended Information (for overnight trips)

Please note that the forms are due as soon as possible upon registration. If required forms are not completed and submitted the night before the program starts, Hoodoo Adventures reserves the right to deny participation in the program, without refund, credit or change of dates.

### **Terms and Conditions:**

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 a *minimum* of 14 days before the original program start date.
- Transfer of credit: Spaces are transferable up to 7 days before the program start date. Parents may transfer credit to a 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 youth programs are subject to a non-refundable \$30 administrative transfer fee.

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

### **Cancellation Policy:**

Due to the demand for space on our Kids Programs and Camps, we do not offer refunds for cancellations. We offer the option to transfer credits or change dates as per the terms and

conditions above. In the event that Hoodoo Adventure Company Ltd is unable to run a program, credit may be provided to any of our other programs, tours, or events, at our discretion.

***During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict “no-refund” policies, we will on a case by case basis consider credits or refunds until further notice.***

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## Kids Programs: Winter & Spring Break, Pro D Day Camp (Off Peak 7 September-21 June)

**Includes:** *Winter and Spring Adventure Camps, and Pro D Day Camps*

### **Booking Policy:**

All off season Kids Programs & Camps require full payment upon booking to reserve space(s). Spaces are limited and available on a first come, first served basis. Programs cannot be booked online inside of 48 hours. Please call for availability at these times.

All off season Kids Programs & Camps are subject to our [Weather Policy](#).

### **Requirements:**

All participants must fill in the required paperwork for their program in order to participate. For our camps, this includes the following forms, which are available online:

- Youth Medical Registration & Waiver

If your child has a severe or life threatening allergy, we ask that you fill out the following form:

- Anaphylaxis Form

And if your child is going on an overnight adventure with us, we ask that *in addition* to the above forms, that you fill out this form:

- Youth Medical Form - Extended Information (for overnight trips)

Please note that the forms are due as soon as possible upon registration. If required forms are not completed and submitted the night before the program starts, Hoodoo Adventures reserves the right to deny participation in the program, without refund, credit or change of dates.

### **Terms and Conditions:**

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 a minimum of 7 days before the original program start date.
- Transfer of credit: Spaces are transferable up to 7 days before the program start date. Parents may transfer credit to a 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 youth programs are subject to a non-refundable \$30 administrative transfer fee.

Hoodoo Adventure Company Ltd reserves the right to allot credit towards other programs or events; or towards the climbing wall in lieu of a refund on any of our climbing camps and teams.

### **Cancellation Policy:**

Due to the demand for space on our off season Kids Programs and Camps, we do not offer refunds for cancellations. We offer the option to transfer credits or change dates as per the

terms and conditions above. In the event that Hoodoo Adventure Company Ltd is unable to run a program, credit may be provided to any of our other programs, tours, or events, at our discretion.

***During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict "no-refund" policies, we will on a case by case basis consider credits or refunds until further notice.***

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## Specialty Kids and Youth Programming (All Seasons)

### **Booking Policy:**

All Specialty Kids and Youth Programming require full payment upon booking in order to reserve space(s). Spaces are limited and available on a first come, first served basis. Specialty Kids and Youth Programming cannot be booked online if the program starts in less than 7 days. Please call for availability at these times.

All off season Kids Programs & Camps are subject to our [Weather Policy](#).

### **Requirements:**

All participants must fill in the required paperwork for their program in order to participate. For our camps, this includes the following forms, which are available online:

- Youth Medical Registration & Waiver

If your child has a severe or life threatening allergy, we ask that you fill out the following form:

- Anaphylaxis Form

And if your child is going on an overnight adventure with us, we ask that *in addition* to the above forms, that you fill out this form:

- Youth Medical Form - Extended Information (for overnight trips)

Please note that the forms are due as soon as possible upon registration. If required forms are not completed and submitted the night before the program starts, Hoodoo Adventures reserves the right to deny participation in the program, without refund, credit or change of dates.

### **Terms and Conditions:**

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 a minimum of 14 days before the original program start date.
- Transfer of credit: Spaces are transferable up to 7 days before the program start date. Parents may transfer credit to a 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 youth programs are subject to a non-refundable \$30 administrative transfer fee.

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

### **Cancellation Policy:**

Due to the demand for space on our Specialty Kids and Youth Programming, we do not offer refunds for cancellations. We offer the option to transfer credits or change dates as per the

terms and conditions above. In the event that Hoodoo Adventure Company Ltd is unable to run a program, credit will be provided to any of our other programs, tours, or events.

***During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict "no-refund" policies, we will on a case by case basis consider credits or refunds until further notice.***

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## Private Tours (All Seasons)

*Any tour can be made into private tours upon request.*

### **Booking Policy:**

All private tours must be paid for in full upon booking to confirm space(s). All private tours require a minimum of 6 people. For groups of fewer than 6, a minimum charge will apply to cover 6 spaces. *Private tours do not qualify for a group discount.* Hoodoo Adventure Company Ltd reserves the right to cancel or reschedule tours in response to weather or safety concerns. Private Tours booked in all seasons are subject to our [Weather Policy](#).

Maximum numbers may vary based on activity, available equipment, and staff.

### **Cancellation Policy:**

*All tours are subject to a non-refundable 25% administration base fee.*

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

*Refunds for cancellations are only applicable if the event has been cancelled by Hoodoo Adventure Company Ltd for safety concerns.*

***During the covid-19 pandemic, our policy is to be as accommodating as possible. In lieu of our strict "no-refund" policies, we will on a case by case basis consider credits or refunds until further notice.***

## Questions & Concerns

Any questions and concerns may be directed towards our Booking Manager.

Please contact: [bookings@hoodooadventures.ca](mailto:bookings@hoodooadventures.ca) or call 250 492 3888 for more information.

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