

TERMS AND CONDITIONS

Das Wichtigste kurz zusammengefasst:

Die Partner haben folgende Stornierungsregeln:

Zur Bestätigung einer Buchung ist eine Anzahlung in Höhe von 50% des Reisepreises erforderlich. Es muss diese Anzahlung innerhalb von sieben (7) Tagen nach der Buchung erfolgen. Eine spätere Anzahlung storniert Ihre Buchung.

Die Anzahlung von 50% wird als Stornogebühr für Stornierungen über 91 Tagen vor Reiseantritt fällig (unabhängig davon, wann die Tour gebucht wurde). Bei einer Stornierung innerhalb von 90 Tagen bis zum Reiseantritt werden 100% der Reisekosten fällig. Daher ist unbedingt eine Reiserücktrittsversicherung zu empfehlen!

The purchase of any vacation package or goods and services is a contractual agreement and means that you acknowledge that you have read the **Terms and Conditions** and that you accept its applications. Please make sure you've taken the time to read and understand these Terms and Conditions before making your purchase.

The lodge reserves the right to amend or change terms and conditions at any time without notifying you in advance. We recommend you read the terms and conditions carefully every time you buy any vacation package, goods or services.

Deposits

To confirm a booking, a deposit of 50% of the cost of the trip is required. For all travel, this deposit must be made within seven (7) days of booking. A late deposit cancels your booking.

Balance

For those travelling on commercial flights, the balance of the cost of your trip must be paid 90 days before departure. For people travelling with their own plane, the balance of the cost of your trip must be paid 60 days before departure. Late payment could have an impact on the booking of airline tickets. The balance of your trip can be paid by cheque, bank transfer or credit card. If the final payment is not received when due, the lodge reserves the right to cancel the booking. The prices mentioned in these packages are "per person," shown in CAD dollars and in effect for bookings received as of November 30. the lodge has never increased the price of its packages in any given year due to fluctuations in foreign currency or oil prices. However, we reserve the right to do so in the event of extreme fluctuations.

Cancellation and refund policies

If you were to cancel your booking, a cancellation fee would be charged. For cancellations 91 days before departure: 50% of the cost of the trip; 0 to 90 days before departure: no refunds; however, a substitute will be accepted at no additional charges by the lodge. All modification costs arising from the booking of commercial airtickets will be the responsibility of the customer. Airfares are non-refundable.

If a good or service accommodation is not claimed within a period of twelve (12) months, the constituent of the property or service loses all rights to the property.

There are no exceptions to this policy for any reason, including weather or a personal emergency. No refund is given for a late arrival or early departure. Air fares and flight schedules are subject to change without notice. As the lodge has no direct control over these organizations, it assumes no responsibility for any additional costs or time wasted that may result.

When the lodge must cancel a trip, which rarely happens, all payments received by that date are refunded, which is a full settlement. If the lodge were to cancel a trip within 45 days of departure due to insufficient registration, you will be fully refunded. The lodge is not responsible for expenses incurred for cancelled trips, such as the purchase of airfares. Customers who fail to sign the "Acknowledgment of Risk" form and personal information forms before departure will not be allowed to participate in the trip. The cancellation policy applies in these cases.

The lodge is not responsible for injuries sustained by participants or damage to personal property. It is implied, in light of the above, that all persons who book with the lodge fully accept all the conditions set out in this document.

Special conditions

Bush flights and custom packages. In the event of a cancellation of a bush flight that is under way, whereas the aircraft has to turn back due to adverse weather conditions, the costs incurred for that flight are then the responsibility of the customer.

The lodge Guarantee

As the lodge, we are committed to providing you with an extraordinary experience and guarantee the quality of your holiday. If your trip with us does not provide you with the promised experience, we are committed to taking your disappointment into account and working with you to remedy the situation. When you book a vacation at our lodge, you and we are entering into a partnership. It is our job to help you choose the right package, prepare you for your trip, and to follow through with what has been promised in our documentation. Your responsibility is to choose a trip that suits your skills and interests, to familiarize yourself with our policies, to prepare the recommended

equipment, and then to enjoy the experience. If we do not respect our part of this agreement, we will do what is necessary to find an acceptable solution. At the lodge relationships with our clients is of utmost importance.