

## **Booking & Cancellation Policy**



### **Booking Deposit**

To confirm your reservation a 25% non-refundable deposit is required within 2 weeks of booking. The due date will be shown on your confirmation & payment form.

### **On-line Guest Account**

All guests arriving to Chatter Creek will be required to set up an account on our online reservation system. With this account we will be able to make bookings or add you on to other peoples' bookings. You are able to set about the account by visiting our web-site, additional instruction can also be found by following [this link](#).

### **Payment**

For groups, we will accept both one payment (cheque or credit card) for each of the initial and final deposits or multiple cheques and credit card payments for each deposit.

All credit card payments must include a signed authorization form for both the initial and final deposit with the dates that payments are due. If paying by cheque, please send a post dated cheque to be sure payment is received on time.

Chatter Creek accepts cheques, wire transfers, money orders, visa and mastercard, sorry we are unable to accept amex.

All our rates are quoted in Canadian dollars and are inclusive of taxes.

### **Final Payment**

The final 75% payment is due as follows:

- December & January trips: September 30th
- Trips starting February 1st to March 13th : October 31st
- Trips starting March 13th to end of season: November 30th

For bookings made after the above deadlines, full payment is due upon reservation.

**By booking and paying for your trip you accept our terms and conditions, waiver and cancellation policies on our web-site. Please ensure you have read them in detail before you book.**

## Group Organisers & Group Bookings

Our Group Organisers (GO) is highly valued by Chatter Creek. For the tremendous efforts the GO undertakes they are rewarded by a rebate on the trip price. The size of the rebate is dependent upon the size of the group.

Group Size	Basic Rebate *	Incentive Rebate *
24	\$4,000	\$4,250
12	\$1,750	\$2,000
9 - 11	\$500	\$575
6 - 8	\$250	\$300

\* Amounts shown are before taxes. The applicable GST, hotel and municipal taxes will be added to these rebates.

The GOs have 2 weeks after the last day of their ski trip to confirm their group's booking for next year. Our standard cancellation and payment policy applies to all group bookings.

### Rebate

The full GO rebate will be deducted off of the final payment of the trip. As the GO you will be able to decide whether the discount will be applied to your seat, evenly amongst the group, or towards a joining guest's seat.

### Incentive Rebate

This season we are offering an incentive level of Group Organizer rebate for those motivated GOs who do most of the administration required for their group. To qualify, all of the following criteria must be met:

1. All member accounts must be completed and added to the booking by the GO before the final payment is processed.
2. A rooming list must be provided with or prior to the final payment being processed.

## **US Group Organisers**

If you wish to pay by cheque in US funds, please contact the CCML office & we will advise you what the US amount payable will be at the current rate of exchange. Otherwise, you may pay by Visa or MasterCard or by cheque in Canadian Funds.

## **Cancellation Policy**

1. If Chatter Creek is asked to find a replacement for the cancelling skier, payments will be refunded when the seat is filled with another guest less an administration fee of \$250.00.
2. Chatter Creek will discuss the price for the seat with you prior to advertising it.
3. If a seat is filled by Chatter Creek, you will be refunded the amount paid by the guest purchasing the seat, less an administration fee of \$250.00.
4. You may sell your tour to another skier, aged 19 years or older with our knowledge & consent, but in order for Chatter Creek not to charge you the \$250.00 administration fee, you must collect the monies directly from the replacement. CCML will not be involved in the transaction, other than to receive the new name and forms.
5. If the seat cannot be filled either by Chatter Creek or the cancelling guest, then all payments received by CCML are non refundable.
6. Chatter Creek strongly recommends that you consider trip cancellation insurance. We have found that approx 10% of guests cancel for various reasons. If you do not have a source for this insurance, CCML can give you the contact information for this.
7. CCML reserves the right to cancel any skiing package at any time. Trips cancelled due to weather or snow instability will not be refunded. Although cancellation for another reason is highly unlikely, if we did cancel we would refund the full package cost. CCML will not be responsible for any other cost incurred by the guest as a result of the cancellation.

## **Down Days**

Chatter Creek has a spare cat available to minimize the likelihood that any ski time would be lost due to equipment failure. It is very unlikely that you would lose a ski day as a result of our inability to repair our equipment.

Unusual weather related problems beyond the control of CCML can cause down days, and although very rare in the cat skiing sector, it is possible and has happened. Chatter Creek does not provide replacement ski days for down days lost to weather related problems (e.g. snow slope instability, unusual torrential rain etc.)

## **Weather Delay**

There is no extra charge for guests delayed at the lodge due to weather. When booking your flights home, we suggest that you allow sufficient time in case there is a delay returning from the lodge or possible highway closures. Flights home are best booked for the following day. Winter travel can be uncooperative and the storm cycles that make travel difficult usually produce the best powder skiing.

In the event that the helicopter cannot fly to the Lodge due to poor weather, Chatter Creek assumes no responsibility for costs incurred (on the Golden end) by guests having to find alternate accommodation and meals, but will assist with finding suitable accommodation.

Chatter Creek is not responsible for mechanical issues or weather instability which result in the helicopter being unavailable for transporting guests to/from the lodge. Additional costs incurred by the client in the event the helicopter is unable to fly, are the responsibility of the client.

## **Insurance**

Chatter Creek strongly recommends that you consider purchasing trip insurance which covers you for cancellation, delay or injury. You will not receive a refund from Chatter Creek if you do not take your trip or your trip is curtailed for these reasons. You should also ensure that you have adequate medical and evacuation insurance to cover you in the event of injury.

If you would like to book your insurance please do so by contacting Wanetta at [revelstoke@uniglobespecialty.com](mailto:revelstoke@uniglobespecialty.com)

## **Personal Property Insurance**

If you are concerned about the safety of your equipment and personal belongings, please ensure that they are covered by your household insurance policy before you leave home. Equipment lost in a fall or in an avalanche is the responsibility of the guest. Attempts will be made to recover the lost articles at the time or in the summer, but the terrain is very large, inaccessible and rough in the summer and this makes recovery very difficult. Chatter Creek reserves the right to charge the skier for lost rental skis, depending on the circumstances.

## **Emergency Evacuation Insurance**

Although this is hardly ever required, Air Ambulance is not always covered by your medical insurance. It is NOT covered by Canadian Medical Insurance Plans. Air Ambulance evacuation for non-BC residents is at least \$2,800 Canadian. For BC residents the charge is capped at \$274. Please ensure you have insurance for this cost before your tour or be prepared to pay the cost if needed.

## **Credit Policy**

In the event that Chatter Creek issues a credit to a guest, unless stated otherwise, that credit will expire 2 years from the date of issue.

For example, a credit issued on December 15, 2013 it will expire on December 15, 2015.

In the above example, this time-line allows the skier to utilize the credit for the remainder of the 2013/14 season, the full 2014/15 season, and the beginning of the 2015/16 season.

Credits are held in the guest's name, however they can be utilised as follows:

- Put towards the cost of a future trip for the guest;
- Sold to another skier;
- Gifted to a friend or family member;

In order to continue to be valid, the transfer of any credit (either by sale or gift) must be communicated to Chatter Creek by e-mail, or in writing, by the original recipient of the credit.

If you have any questions regarding our Booking and Cancellation Policy please don't hesitate to contact us at <http://chattercreek.ca/contact-us.php>