

Chatter Creek Mountain Lodges (CCML)

Booking Process & Cancellation Policy

Payment

- 1) To confirm your reservation a 25% non-refundable deposit is required on booking. The balance due date will be shown on your confirmation & payment form. Group Organizers or individual guests have two weeks from the last day of their ski trip to confirm their booking for the following year.

- 2) Final Payments are due as follows:
 - Trips starting December 1st to January 31st: September 30th
 - Trips starting February 1st to March 13th: October 31st
 - Trips starting March 14th to April 4th: November 30th

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

- 3) For full group bookings we will accept either a group deposit & final payment, or individual deposit and final payment from each group member.
- 4) All credit card payments must include a signed authorization form for both the initial and final deposit with the dates that payments are due. All credit card forms are destroyed post payment. If you are paying by cheque, please send a post-dated cheque for the final payment to ensure it is received on time.
- 5) CCML Accepts Visa, Mastercard, and cheque. We do not accept Amex.
- 6) All our rates are quoted in Canadian Dollars and include all applicable levies and taxes.

Group Organizer Rebates

Group Organizer Rebates are offered as an incentive to motivated group organizers who do most of the administration required for their group. To qualify for the rebate all the following criteria must be met:

- 1) All group members must have contacted the office with their information by the time the final payment is processed.
- 2) The rooming list must be provided with or prior to the final payment being processed.

Group Organizer rebates are reviewed and adjusted annually. CCML reserves the right to adjust Group Organizer rebates prior to the release of the following years prices.

Standard Booking & Cancellation Policy

By booking and paying for your trip you accept the terms and conditions, waiver and cancellation policies as set out on our website. Please ensure you have read these policies in detail before you book.

All payments received are not cash refundable. When applicable, credits towards a future trip will be issued.

If a tour is cancelled due to weather, snow instability, or any other reason, CCML will issue a credit forward towards your tour in the following year equal to 100% of the value of payments received. If a tour is partially cancelled for any reason, CCML will issue a prorated credit equal to the cancelled days forward toward the following year's tour. For partially cancelled tours the heli-transport costs are not refundable. Guests will be responsible for payment related to price increases in the following year and these amounts must be paid in full at the final payment due date.

Standard Cancellation Policy Exemptions

For early season tours commencing on or before December 12th, a full cash refund will be issued if the tour is cancelled due to early season conditions. For all other tours commencing from December 13th to the end of the operating season, the standard booking and cancellation policy applies.

Resale of Your Trip Seat

In the event that following the confirmation of your booking, you are unable to attend your tour for any reason, CCML will work with you to resell your trip seat in the following manner:

- 1) A \$250 administration fee applies to all resale of seats where the payment transaction is processed by CCML.
- 2) If CCML is requested by the guest to find a replacement for their trip seat, payment will be refunded to the guest once the seat has been filled and payment has been received. Refunds will be issued by cheque and may take 4 to 6 weeks to process, if processed during the operating season.
- 3) CCML will discuss a resale price of your seat with you prior to advertising it. The recommended resale price may be less than face value, depending on how close the resale is to the trip start date.
- 4) You may resell your seat privately to another skier, aged 19 years of age or older, but only with our knowledge and consent. In order for CCML to not charge a resale administrative fee, you must collect monies directly from the replacement guest.
- 5) In the unlikely event that the seat cannot be filled either by CCML or the cancelling guest, then all payments received by CCML are non-refundable.

Down Days Due to Snow Cat Breakdown or Weather

CCML has a standby snow 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 for our operation, it is possible and has happened. CCML does not provide replacement ski days for down days due weather-related problems (e.g. snow slope instability, isothermal conditions due to rain).

Weather Related Delays – Transport to and from the Lodge

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 a ground transfer may occur. Ground transfers can take four hours or longer, depending on road conditions. CCML assumes no responsibility for costs incurred by guests having to find alternate accommodation and meals due to transport delay in arriving at or leaving the lodge but will assist with finding suitable accommodation.

CCML is not responsible for mechanical issues or weather instability which results in the helicopter being unavailable for transporting guests to/from the lodge. In the event ground transport is required, no refunds or trip credits are issued based on the means of transport for guest transfer in or out of the lodge.

Trip Insurance

CCML strongly recommends that you consider purchasing trip insurance which covers you for cancellation, delay or injury. You will not receive a refund from CCML 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 or call 1-866-667-0811.

Heli Evacuation Insurance

Given the remoteness of the CCML Lodge, the cost of a BC Air Ambulance can run anywhere from \$3,500 to \$5,500*. We have instituted a Heli evacuation program, offered at a nominal fee of \$5 per ski day. This is a great way to protect yourself from these costs, allowing you to focus on recovery from your accident, or injury.

To make it nice and simple, we simply add the cost of this insurance program to your booking.

If you are involved in an accident or are injured and the first aid representative at the scene determines that a helicopter evacuation is required, you will be flown out and there will be no bill, or invoice. Air Ambulance is not always covered by your medical insurance. It is NOT covered by Canadian Medical Insurance Plans.

*For residents not covered by the BC Medical Services Plan.

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 while skiing or in transport 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 difficult to access in the summer and this makes recovery very difficult. CCML reserves the right to charge the skier for lost rental skis, depending on the circumstances.