



**Red Raven Guides, LLC**

+1-907-354-8181

Info@redravenguides.net

## RRG Booking & Trip Cancellation Policy

**Basic Payment Information:** To secure your *domestic* booking payment is required in full. For *international* bookings 50% payment is required. Then full payment 90 days before the trip starts. All invoices will come via email.

### Alaska/US

1:1 \$600

2:1 \$325

3:1 \$250

4:1 \$200

*\*All pricing per person*

*\*\*Pricing per day*

*\*\*\*Over 4 and a tail guide needs to be added*

#### Includes:

- AMGA Certified Ski Guide
- Navigation, first aid, repair kits
- Emergency communication and gear

#### Does not include:

- Transport. Using a rental car or your personal car is the best option.
- Lodging, food and drink
- Personal gear (skis, avalanche rescue gear, etc) *\*avalanche gear can be rented for additional cost\**
- Reservation, cancellation, rescue and trip insurance

### International Prices

1:1 \$850

2:1 \$450

3:1 \$375

4:1 \$325

*\*\*All Pricing per person*

*\*\*Pricing per day*

*\*\* Over 4 and a tail guide needs to be added*

#### Includes:

- AMGA Certified Ski Guide
- Navigation, first aid, repair kits
- Emergency communication and gear
- Transportation in Japan

#### Does not include:

- Flight to/from Japan
- Lodging, food and drink
- Personal gear (skis, avalanche rescue gear, etc)
- Lift ticket for resort days
- Reservation, cancellation, rescue and trip Insurance **\*REQUIRED**



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**Cancellation Policies:** If you wish to cancel your trip, a request must be made in writing via email. We recommend travel insurance, which can be purchased to cover the trip fee and other costs.

**Domestic Bookings:** Cancellation time prior to our trip dates: 1) Over 60 days - full refund of trip fees and trip deposit minus \$175, 2) 59-31 Days: 50% refund of the trip fees, 3) within 30 Days: 35% refund of trip fees, or 4) within 14 days: NO refund can be made. Depending on the scenario, credit may be applied/made.

**International Trips:** Cancellation prior to your trip dates: If we receive a cancellations notice 90 days prior to trip dates - the trip comes back in our control and we will immediately attempt to re-book the trip, and if we are successful in rebooking, you will receive a refund of your initial payment that will be reduced by an costs or discounts we may incur in the re-booking. It is required that you purchase medical and evacuation insurance and provide proof of it before your trip starts.

### **Cancellations Made By Red Raven Guides**

- Red Raven Guides reserves the right to cancel or reschedule trips for any reason. These reasons include inadequate sign-ups for public trips, guide injuries, or other unforeseen circumstances.
- No refunds can be given due to weather, environmental conditions, or other unforeseen circumstances beyond our control that causes a trip to be canceled. These events include: **severe weather, political unrest, health pandemics, airline/transportation strikes, etc.**
- In the event of unforeseen circumstances beyond our control, we reserve the right to reschedule, alter the trip's itinerary, or cancel the trip. Trip cancellation is the last resort and every effort will be made to run the trip in some facility. Please research and purchase travel insurance to cover the trip fee and other costs of your trip if you cannot afford to lose these costs in the event of a cancellation.
- **WE OPERATE TRIPS IN INCLEMENT WEATHER!** Do not expect a trip to be canceled due to weather. Unless we specifically cancel the trip, please assume the trip will run regardless of weather. It is your responsibility to plan accordingly and arrive at the program venue on time. Alaska and the mountain world have severe weather that can make travel extremely difficult. It is up to you to make sure that you can make it to our trips **ON TIME**. No refund can be issued for participants who are unable to attend or who cause a major disruption to the program itinerary due to tardiness.
- If Red Raven Guides cancels the trip for a reason with their control prior to the start, a full refund will be provided. If Red Raven is forced to cancel a trip for any reason after the trip start date, a full refund for the unused portion of the trip will be provided.



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