



Red Raven Guides, LLC

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RRG Avalanche Course Booking Policy

(if you need to cancel your spot in the course, a request must be made in writing via email to info@redravenguides.net)

(It is suggest Travel Insurance purchased to cover the course fee's and other costs)

Full payment is required to secure a spot in a course. If you need to cancel your spot/booking before 30 days of the start date of the course we will issue you a refund minus 10% processing fee. 29 days before the course starts there are no refunds unless we can fill the spot and then there is a 40% refund.

- Red Raven Guides reserves the right to cancel or reschedule the course for any reason. These reasons include inadequate sign-ups for public courses, 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 course to be cancelled. 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 courses itinerary, or cancel the course. Course cancellation is the last resort and every effort will be made to run the course in some facility. Please research and purchase travel insurance to cover the course's fee's and other costs of your course if you cannot afford to lose these costs in the event of a cancellation.
- **WE OPERATE TRIPS & COURSES IN INCLEMENT WEATHER!** Do not expect a course to be canceled due to weather. Unless we specifically cancel the course, please assume the course 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.