

GREAT RIVER JOURNEY



Great River Journey Registration Policies

Booking

We accept applications on a first come, first served basis. You are encouraged to book early, as we cannot overfill our trips. In order to register for one of our Patrons Tours simply contact us by phone or email to reserve your place. Then complete the Registration Form and mail, fax or call us with a 25% deposit via Visa, Mastercard, check, or money order to secure your place. Our 2007 prices are quoted in Canadian dollars. For guests that wish to pay by cheque in US dollars, we will provide you with the exchange rate of the day.

Deposit

A deposit of 25% of the trip fee is required to hold your reservation. The balance of the fee is due 90 days prior to commencement after which time, there is no refund. Refunds will be made up to 90 days prior to the start of your trip. There is a \$100 administration fee that will be deducted.

You can pay your deposit by credit card without any extra charge. If you choose to pay by credit card, understand that we have to process the payment in Canadian Funds, but that your credit card company will automatically change it to your currency if it is other than Canadian.

If you have paid your deposit in Canadian funds, please continue to make all further payments in Canadian funds to avoid any confusion in the daily changing exchange rate.

Payment

Full payment is required 90 days in advance of your departure date. If the remaining payment is not received when due, Great River Journey reserves the right to treat the reservation as cancelled. If you have to cancel your reservation prior to 90 days before the trip start your deposit will be refunded less a \$100.00 CAD administration fee.

Withdrawal Policy

A large portion of the expenses associated with your trip is incurred long before its departure. As well, the shorter the notice of cancellation we receive means that there is less likelihood of filling your place in an already short season. Upon receipt of written confirmation by fax regarding your cancellation, the balance of your trip payment will be refunded to you according to the following schedule:

Up to 91 days in advance: you receive a full refund less a \$100.00 CAD administration fee

90 - 61 days: 75% of the total fee is retained

60 - 0 days: 100% of the total fee is retained

Cancelled Trips

Although it is unlikely, we must reserve the right to cancel a trip in advance of the departure date. If we are forced to cancel a trip for any reason, a full refund will be made immediately. If this occurs we shall endeavor to meet your needs with another trip date at your earliest convenience.

Itinerary Changes

We reserve the right to change itineraries if we feel it will enhance your experience or are forced to do so by circumstances beyond our control (e.g. snow conditions, temperatures, blizzards, river levels, forest fires etc.)

No matter where you travel in the world, it is possible that conditions beyond anyone's control may alter your itinerary. If we incur expenses for unexpected logistical arrangements not covered in the printed itinerary, the cost will be evenly divided among the participants. We rarely encounter such a situation, but the policy is an industry "norm" of which we wish to inform you up-front.

Trip Cancellation/Medical/Evacuation Insurance (Strongly Recommended)

If you require evacuation for any reason, the expense incurred through the evacuation will be borne by the participant(s) evacuated. For this reason, we strongly recommend that you purchase trip cancellation/ medical insurance.

We strongly recommend that you purchase trip cancellation, baggage and extended medical insurance (including emergency evacuation insurance that covers all expenses associated with a medical evacuation). If you require evacuation for any reason, the expense incurred will be borne by the

participant(s) evacuated. Please check your Health Plan to ensure that additional coverage is purchased if so required.

Release of Liability, Waiver of Claims, Assumption of Risk

Due to the prevailing insurance situation and legal atmosphere in Canada, we must insist that each participant be familiar with and agree to the following document. This document is similar in content to Waivers used throughout the adventure tourism industry. If you have any questions regarding any of the contents, please contact us prior to signing the document. The form must be completed and submitted with your final payment. No one may participate in a Great River Journey trip without submitting this document.

Inclusive Services

Great River Journey trips are all inclusive from the moment you are picked up at the Whitehorse airport or at your hotel. Your trip fee includes: meals, accommodation, additional air and boat charters, group equipment, specialized clothing and guide services.

The following are the only non-inclusive costs:

- Personal clothing and effects
- Personal alcoholic beverages
- Airfare to and from Whitehorse
- Transportation out of Dawson City
- GST: 6% Goods and Services Tax
- Additional costs due to changes beyond our control due to weather, flight cancellations or delays. (While we rarely encounter such problems that create logistical costs, these expenses would be evenly divided among the participants, an industry norm.)
- Insurance coverage is the responsibility of each individual participant.
- Cancellation/medical/evacuation insurance and travel coverage are strongly recommended and available through travel agents.

Thank you in advance for your compliance with these requests.