



**SKEENA CAT SKIING INC.
TERMS & CONDITIONS: 2023/2024 SEASON**

1. GENERAL TERMS & CONDITIONS

All guests are required to read, understand, and agree to the release of liability waiver prior to Skeena Cat Skiing Inc. ("SCS") processing payment for your trip, please see waiver here: [WAIVER](#)

All-inclusive packages include: accommodation at the Skeena basecamp; all meals, snacks and non-alcoholic beverages for each full days of cat skiing; one guide for every 6 guests; use of an avalanche air bag, probe, shovel, and transceiver including a transceiver lesson on first ski day.

Packages do NOT include: Ski rental; alcoholic beverages; cost of helicopter transfer from the Smithers airport (helicopter is coordinated by Skeena); travel and cancellation insurance; emergency medical and/or evacuation insurance; and taxes. Please refer to Article 9 below for Skeena's evacuation coverage.

In the event of circumstances beyond the control of SCS, SCS reserves the right to arrange alternate accommodation and transportation as needed.

2. BOOKING DEPOSIT & PAYMENT

To secure a reservation, a non-refundable deposit of 25% of the full package price must be received by SCS at the time of booking. The remaining balance of 75% is due September 30 each year. In the event the booking is made after September 30, payment in full will be required at the time of booking.

3. GUEST CANCELLATION POLICY

You are purchasing a non-refundable ski holiday. Please be sure to completely read and understand our cancellation policies as we do not make exceptions. Refunds are only given for cancelled spots if we can sell the spots to another guest.

- If we can fill the seat at full price, all monies paid less the cancellation fees below will be refunded.
- If we fill the seat at a reduced standby rate, you will be refunded only the amount paid by this last-minute guest less the applicable cancellation fees.
- If the seat cannot be filled, then **no money will be refunded, or ski credits given.**

Policy for cancellations made prior to making final payment or September 30

If you cancel your reservation before September 30 **AND** before making your final payment your deposit will be refunded less the following cancellation fees if we can sell your spot to another person at full price:

- Regular Cat: **\$400 + GST per seat**
- Private Groups Cat: **\$500 + GST per seat**

Policy for cancellations made after making final payment or October 1 or later

If you cancel your reservation after making your final payment **OR** later than October 1st, and if we can sell your spot to another person at full price, your deposit will be refunded less the following cancellation fees:

- Regular Cat: **10% of the total trip cost per seat + GST, or \$400 + GST per seat** whichever amount is greater
- Private Groups Cats: **10% of the total trip cost per seat + GST, or \$500 + GST per seat** whichever amount is greater

If you are unable to come at the last minute due to illness, injury, travel complications, inability to enter the country, etc., there will be **no refunds or ski credits given**, unless we are able to resell the seat, as described above.

If you are unable to make your trip, your seat may be transferrable to someone of your choosing and will be subject to an administrative processing fee of **\$100 + GST per seat**. You must collect monies from the replacement guest.

Please note, Private Cats and Large Full Group Cat bookings are **sold as single group bookings** and must be **booked and/or cancelled in full**. Skeena Cat Skiing does not fill cancelled single seats in Private Cats or Large Full Group Cats.



Please keep in mind that although our mountains are an excellent location for great winter weather suitable for powder skiing, it is always possible that conditions during your ski trip may disappoint you. As we have no control over the weather, we cannot give refunds due to poor conditions. Our policy is to ski every day and make a big effort to have fun, even if the conditions are not terrific. The reservation and cancellation policies used by Skeena Cat Skiing are standard in this industry.

4. SKEENA CANCELLATION POLICY

SCS reserves the right to cancel any cat ski package at its' discretion at any time. In this event, all deposits and payments for the affected ski dates may be forwarded to a later ski date as mutually agreed upon by the guest(s) and SCS.

If we are unable to provide you with your ski holiday due to an insufficient snowpack or mechanical breakdown, guests will receive a credit for use on a future booking. Under no circumstances do we give refunds if we are unable to provide you with your holiday - only give ski credits.

The reservation and cancellation policies outlined here are industry standard.

5. LATE ARRIVALS/ EARLY DEPARTURES

Any guest arriving late or wanting to leave early is fully responsible for all costs associated to this request. There will not be any refunds given for missed skiing or transportation costs already paid. Guests must be prepared to charter a helicopter personally if they miss the helicopter transfer or want to leave SCS base camp early.

6. RELEASE OF LIABILITY

All guests are required to have read, understood, and agree to SCS Release of Liability by submitting a booking request. A sample liability waiver form can be downloaded from our website on the "Booking" page. SCS will require all guests to have read, understand, and agree to the Release of Liability before you arrive for your cat skiing trip, and sign this document upon arrival.

7. TRAVEL AND CANCELLATION INSURANCE

We **strongly** encourage all guests to purchase trip cancellation insurance immediately after your deposit, or full payment has been made, to cover any unforeseen changes to your travel plans. If a guest chooses not to purchase travel and cancellation insurance, the guest is responsible for any costs incurred and SCS will not provide a refund. For all guests coming from outside of Canada, we recommend medical insurance.

Please keep in mind, many policies require you purchase insurance within a certain timeframe of making your first deposit payment.

8. EMERGENCY EVACUATION COVERAGE

SCS provides all guests with evacuation coverage, for an additional cost of \$5.00 per day. All SCS guests are required to buy this coverage, so in the event of an injury or illness during your holiday, we will evacuate you at no cost. The evacuation will be by helicopter or snowcat, depending upon the injury and the weather conditions, and we will get you to the nearest hospital. The coverage is automatically added to your invoice.

9. PERSONAL PROPERTY INSURANCE

SCS is not responsible for any personal property that is lost, damaged, or forgotten on your trip with us, this is solely the guests responsibility. SCS reserves the right to charge the guest for any misuse of SCS equipment that results in it being damaged, lost, or taken. SCS Equipment such as, Avalanche air bags, transceivers, radios, probes, shovels, skis, poles, but not limited to.



10. REBOOKING TERMS

SCS current guests have first right of refusal on their current trip dates for the following year. **This expires on the last ski day of your current trip.** If guests do not rebook, dates will be available to any waitlist on those dates and/ or the general public. SCS requires a 25% deposit at the time of booking and the remaining balance of 75% by September 30. SCS will not hold a seat without a deposit. If payments are not made as per the previously stated schedule, SCS reserves the right to cancel the booking without notice and re-sell the seat.

11. REQUIRED LEVEL OF SKILL

SCS requires all participating guests to be at minimum an Intermediate skier and be of good fitness and health. If you are unsure about your skill level, please contact SCS administration to discuss prior to booking your trip. SCS guides may use their discretion and ask guests that are holding back the group to sit out some runs. Guests will not be reimbursed for missed runs due to skiing ability and fitness.

SCS tries to match skier ability when booking mixed guests into a snow cat trip, however this cannot be guaranteed and the best way to guarantee this is to book the entire snowcat with similar skill level friends.

12. LIQUOR POLICY

Guests are asked to not bring their own alcohol to SCS base camp as we stock a large variety of alcoholic beverages such as BC wines, Liquor, Spirits, and Beer. Guests who do bring vintage bottles of wine will be charged a \$40 cork fee and it must remain behind the bar and be served by SCS bar staff as per BC Liquor Laws.

Guests may pre-order special requests 2 weeks in advance to their arrival and SCS will try to accommodate, there are no guarantees to requests but we will try.

Bar Rules:

- 10:30pm Liquor is no longer served
- 11:00pm all guests are required to vacate the main common tent for the night and return to their tents
- Inebriation will not be permitted- all bar staff have serving it right certifications and will use their discretion. Hungover or still intoxicated guests will not be permitted to ski/snowboard due to the risk of injury and will not be refunded or credited for any missed skiing/ snowboarding.

13. GUEST GUIDELINES

SCS Requires all guests to have read, understand, and agree to the following rules for safe access and usage of the Skeena Cat Skiing base camp and tenure when signing the booking contract:

1. Guests are required to have read, understand, and agree to the SCS release of liability Waiver prior to completing their trip booking and must sign a waiver upon arrival to the SCS base camp.
2. Guests must complete a registration form.
3. Guests must pay for their helicopter invoice by at minimum two weeks prior to their trip to SCS, if not paid you forfeit your seat to another guest that is on the waitlist.
4. Guests must recognize that SCS guides reserve the right to require a guest to sit out from skiing/ snowboarding for one or more runs if the guest's ability does not meet the required level.
5. Guests must recognize that SCS management reserves the right to terminate a guest's trip and/or future bookings without refund should the guest's behaviour compromise the safety of staff or other guests, and/ or constitute sexual harassment of any staff or guest.

******* VERBAL/ PHYSICAL AGGRESSION & ANY FORM OF ABUSE WILL NOT BE TOLLERATED *******