

2023/2024 TERMS AND CONDITIONS

BOOKING POLICY

Once a booking is made at Snowwater, significant expenses and long-term commitments are incurred on your behalf. It is assumed that you have become familiar with and understand the policies below before booking your trip with us. By submitting a confirmation form, deposit, final payment, or waiver, you agree to be legally bound by the terms and conditions below.

- **Deposit**
A 50% deposit is required to reserve your trip. We recommend cheque or bank wire for international guests, or e-transfers from Canadians to minimize credit card fees and commissions. Credit cards can be used to book a trip, but the associated credit card fee will be applied in this case, as seen on the FLYWIRE statement.
- **Final Payment**
The final 50% payment is due 90 days prior to your trip.

RE-BOOKING ALUMNI POLICY

We are very proud of Snowwater's annual return rate. Our goal is to ensure that each group is well matched based on ability and supporting a harmonious lodge environment. During our high season, preference is given to both the Snowwater Membership Club, as well as full lodge buyouts. Snowwater guests have the option to rebook when leaving for the following season, with a 25% deposit made at the time of departure. Occasionally changes to groups rosters may be implemented at the sole discretion of Snowwater. In this case, we will do our very best to find alternate dates that will work well for your group.

- **Deposit - 1st payment**
A 25% deposit is needed to hold your dates.
- **Deposit - 2nd payment**
A second 25% deposit is due June 1.
- **Final Payment**
The final 50% payment is due 90 days prior to your trip.

Please see our **full group booking policy if you are person who is booking all 12 spots, as we do have additional requirements in this case.

LATE PAYMENTS

We will consider that you have cancelled your seat if we do not receive the balance payment 90 days before your trip start date. All monies on account will be forfeited and you will lose your spot.

GRATUITY

A Gratuity has not been included in your trip. If you feel you received exceptional service and your trip made memorable by the efforts of those who work at the lodge, all staff members will be made aware of your contribution. We are often asked what is a good tip? A 10% gratuity on your pre-tax booking cost is recommended at Snowwater, but it is entirely discretionary. We just want you to have a good time!

CANCELLATION AND REFUND POLICY

Having to cancel a dream trip is as much a disappointment as it is a surprise, so we always highly recommend that you purchase insurance to protect yourself from unforeseen circumstances.

Snowwater does not provide refunds for any cancellations. We provide future ski credits or allow for replacements.

Trip 'cancellation insurance' protects you before you get here; trip 'interruption insurance' covers you during your trip.

If you need to cancel here are your options:

- Your seat will not be considered cancelled or filled until we receive written notification of the seat transfer and confirmation from the new replacement.
- If purchased trip insurance, you can make a claim to recoup all money lost.
- You can find your own replacement and transfer your deposit to the new person. We will leave it to you and your substitute to compensate each other for all monies on account. Payments cannot be put towards someone else already signed up on ANY trip with us at any time.
- If we find a replacement for your seat, you will receive a 75% credit of whatever we sell the seat for, valid for up to two years.
- Trip dates cannot be rescheduled within 90 days of a trip start date for the same season.
- Credits of any kind will not be granted in the event of non-arrival, unused services, missed ski days for any reason, or unused nights due to travel or weather disruptions. For peace of mind, we recommend you protect yourself with comprehensive travel insurance to cover any cancellation fees.

If you cancel more than 90 days before your trip start date:

- Receive a full credit voucher for the dollar value of all payments made, valid for up to two years after the time of issue, less a \$250 admin fee. This value will be put towards a new trip and is subject to price increases.
- Find a replacement, as per above. You will have **two weeks** to do this before we start looking for one.

If you cancel less than 90 days before the start date:

- All money on account is forfeited.
- Find a replacement as per above. We will start looking for a replacement **once we hear from you in writing** about your cancellation.

LATE ARRIVALS

Late transfers to the lodge are subject to a \$250 shuttle fee per person. Late shuttles will only operate until 6:00pm. After this time, you will need to stay in town at your own expense and arrange an early morning transfer, still incurring the shuttle fee.

SNOWCAT BACK-UP

- While we wish we could control the weather – we cannot. There is no guarantee on weather or snow conditions that you will encounter during your trip. Snowwater proudly offers a back-up snowcat program when poor weather or hazardous conditions prevail.
- Snowwater does not provide ski credits if we are operating a limited heli program due to poor weather, or other.
- If we are unable to operate due to extreme weather issues, a lodge fee of \$750/day will be applied for accommodation, food, transport, and service while at the lodge. Snowwater reserves the right to offer partial credits based on a weather-related inability to operate.
- In the rare case that skiing must be cancelled due to a mechanical failure, Snowwater will provide a credit for time missed which may be applied to another trip valid for up to two seasons.
- Snowwater reserves the right to cancel trips at any time. Under no circumstance is Snowwater responsible for the client's inconvenience or travel expenses.

HELICOPTER TRANSFERS

We do offer heli transfers from Castlegar airport, or 1.5km, weather permitting. This is an extra per-heli flight fee to be divided by the people sharing the flight.

Snowwater reserves the right to modify our terms and conditions and all policies at any time. Any such modification will be effective immediately upon public posting. The use of our services following any such modification constitutes acceptance of the modified terms.

THERE ARE NO EXCEPTIONS TO THIS POLICY

WE STRONGLY RECOMMEND PURCHASING TRIP INSURANCE