



TERMS AND CONDITIONS (2025/2026 SEASON)

INTRODUCTION & SHARED COMMITMENT

Snowwater Heli Skiing operates in a dynamic mountain environment shaped by weather, climate variability, and natural forces beyond human control. By booking a trip with Snowwater, guests enter into a mutual contractual agreement that includes Snowwater's commitment to prepare, to show up, and to perform in good faith.

From the moment a booking is confirmed, Snowwater makes substantial, non-recoverable financial and operational commitments to our staff, guides, aviation partners, suppliers, contractors, and community partners. These commitments allow us to deliver a safe, professional, and exceptional experience regardless of conditions.

By submitting a confirmation form, deposit, final payment, or waiver, you acknowledge that:

- Mountain travel is inherently weather-dependent and climate-affected.
- Snowwater cannot control snowpack, storms, freezing levels, visibility, wind, mechanical disruptions, or other environmental variables.
- Your booking represents a binding agreement to participate under these realities.

BOOKING POLICY

Once a booking is made, significant expenses and long-term commitments are incurred on your behalf. It is assumed that you have read, understood, and accepted all policies below prior to booking.

By submitting payment or documentation, you agree to be legally bound by these Terms & Conditions.

PAYMENTS

Deposit

- A 50% deposit is required to reserve your trip.
- Accepted methods: cheque, bank wire, e-transfer, or credit card (international fees may apply).

Final Payment

- The remaining 50% balance is due 90 days prior to your trip start date.

RE-BOOKING / ALUMNI POLICY

Snowwater is proud of its strong return-guest community. Departing guests may rebook for the following season under the Alumni Policy:

- 25% deposit due at checkout to hold preferred dates
- Second 25% deposit due June 1
- Final 50% payment due 90 days prior to trip start

Re-booking opportunities are subject to Snowwater's discretion to ensure compatible group dynamics and the highest quality experience. Membership Club bookings and full-lodge buyouts receive priority scheduling.

LATE PAYMENTS

Failure to receive full payment 90 days prior to trip start will be treated as a cancellation:

- All monies paid are forfeited
- Your seat will be released

LATE ARRIVALS & TRANSFERS

- Late transfers are subject to a \$250 shuttle fee per person
- Shuttle operations to the lodge end at 6:00 PM
- Arrivals after this time must stay in town at their own expense and arrange a next-day transfer (shuttle fee still applies)

CANCELLATION & CREDIT POLICY

Mountain operations require long-term staffing, aircraft contracts, food procurement, fuel commitments, and logistics planning. As such, Snowwater does not provide refunds.

While Snowwater includes medical evacuation insurance, we do not include TRIP insurance. For peace of mind, we strongly recommend that you purchase comprehensive trip insurance to cover any associated cancellation fees.

There are two main types of trip insurance you should consider:

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

Our Recommended Insurance Provider: **ACERA INSURANCE** ([personalized quotes available](#))

Cancellations MORE than 90 Days Before Trip Start

You may choose one of the following:

1. Future Trip Credit
 - Full dollar value of payments made
 - Valid for two (2) years from issue
 - Less \$250 administrative fee per person
 - Subject to future price increases
2. Find a Replacement
 - Two-week window before Snowwater begins replacement efforts

Cancellations LESS than 90 Days Before Trip Start

- All payments are forfeited
- Snowwater cannot absorb last-minute operational losses

If Snowwater successfully fills your seat:

- You will receive a 75% future credit of the resale value
- Valid for two (2) years

Additional Cancellation Notes

- Guests may transfer their seat to a replacement (no admin fee)
- Financial arrangements between original guest and replacement are private
- Credits are not transferable to guests already booked on any Snowwater trip
- Written notice is required for all cancellations
- No credits for non-arrival, unused services, missed ski days, or weather/travel disruptions

Snowwater reserves the right to cancel trips at any time. Under no circumstance is Snowwater responsible for travel expenses or inconvenience.

WEATHER, CLIMATE, & OPERATIONAL REALITIES

Snowwater operates in an alpine environment increasingly influenced by climate variability. Weather, snowpack, visibility, wind, avalanche hazard, freezing levels, and mechanical reliability may all affect operations.

By booking, guests acknowledge that:

- There is no guarantee of heli-skiing conditions
- Daily operations may change without notice
- Safety decisions are final

SNOWCAT & ALTERNATIVE PROGRAMS

Snowwater proudly offers a snowcat back-up program and alternative mountain activities when heli operations are limited or unsafe.

- No ski credits are issued when operating cat skiing, limited heli programs, or alternative activities
- In rare cases of mechanical failure preventing skiing, Snowwater may issue a proportional future credit valid for two (2) seasons

If extreme weather prevents all skiing:

- Lodge, culinary, wellness, and hospitality programs will continue
- Snowwater may, at its discretion, issue partial future credits
- 50% of the trip price is allocated to non-recoverable financial obligations and will not be credited forward
- Credits are valid for two (2) years and applied to future pricing

Refunds are never issued. Trip insurance is essential.

GRATUITIES

Gratuities are not included.

If you feel your experience was exceptional:

- A 10% gratuity (pre-tax) is customary on the value of the trip
- Tips are shared among staff and deeply appreciated

TRANSPORTATION & HELICOPTER TRANSFERS

Included:

- Ground transfers via snowcat and truck

Optional:

- Helicopter transfers from Castlegar Airport or nearby staging (weather permitting)
- \$1,250 per heli flight (one way), divided among passengers

FUEL SURCHARGE

Trip pricing is established up to 24 months in advance.

If fuel inflation exceeds projected estimates at the time final payment is due, Snowwater reserves the right to apply a Fuel Surcharge to offset increased costs.

MODIFICATIONS & GOVERNING TERMS

Snowwater reserves the right to amend prices or Terms & Conditions at any time.

- Changes take effect immediately upon public posting
 - Continued participation constitutes acceptance of revised terms
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FINAL ACKNOWLEDGEMENT

By booking a trip with Snowwater Heli Skiing, you acknowledge and accept:

- The inherent uncertainty of mountain travel
- The shared responsibility between guest and operator
- Snowwater's commitment to prepare, to show up, and to perform in good faith

THERE ARE NO EXCEPTIONS TO THIS POLICY

TRIP INSURANCE IS STRONGLY RECOMMENDED