



1 | BOOKINGS

Nature Tours of Yukon Inc. accepts registrations on a first come, first served basis. Therefore, you are encouraged to apply early as we cannot overfill our trips, or overbook our equipment. Upon receipt of your booking and deposit, we will send you all applicable registration forms and details to aid in the preparation of your or your clients' trip. In order to be able to optimally prepare for all guests, we expect all applicable registration forms to be returned as soon as possible (preferably by email). If your booking includes hotel accommodation, we require a rooming list no later than 40 days prior to arrival.

We will send all applicable vouchers by email upon receipt of full payment.

In terms of rental vehicles: every effort is made to ensure that the vehicle reserved will be available. However, if due to unavoidable circumstances the reserved vehicle is not available, we reserve the right to substitute that vehicle with a vehicle of equal or greater value. Subsequent expenses (additional ferry costs, gasoline, etc.) are the sole responsibility of the renter. NOTE: In the event that the customer decides that the reserved vehicle model is too large, we may offer a smaller vehicle if available. We will not charge for the vehicle exchange however no refunds will be given for the price difference between categories.

2 | CHANGES

A change fee may apply for any changes in dates, trip itineraries and/or services after booking confirmation / invoice has been sent. Nature Tours of Yukon reserves the right to determine the change in accordance with the applicable change with a minimum of a CA\$ 50 fee per occurrence.

Please note:

In the event of a date change, the new travel dates must fall within the same calendar year. Moving the tour or service date to the following calendar year will be treated as a cancellation and will be subject to cancellation fees. The cancellation fees applied will be based on the originally requested travel dates.

3 | PAYMENTS

To hold your reservation, Nature Tours of Yukon Inc. requires a non-refundable deposit of 20% of the total trip fee, which equals the initial cancellation fee (see below). The trip/service contract will be in effect after receiving payment of the 20% deposit. The balance of the fee is due latest 30 days prior to the start of the trip.

We accept payments by money transfer and Interac E-transfer or by cheque to the account of Nature Tours of Yukon Inc., P.O. Box 31187 – RPO Main Street, Whitehorse, Yukon Y1A 5P&. Upon prior agreement, we may accept payment of the deposit, by credit card (Visa or Master Card). Each invoice will include further banking details regarding payments.

Please note:

All banking costs, including costs of money transfers are expected to be paid by remitter. All our prices are quoted in Canadian Dollars to which a Goods & Service Tax will be added.

4 | CANCELLATIONS

All cancellation charges are subject to taxes

Cancellation fees for tours & services:	Until 30 days before departure:	20% of the total amount
	29 to 15 days before departure:	50% of the total amount
	14 days or less before departure:	100% of the total amount
Cancellation fees for RV rental :	Until 45 days before departure:	20% of the total amount, minimum charge CA\$500
	31 to 45 days prior to departure:	50% of rental charges, minimum charge CA\$800
	15 to 30 days prior to departure:	80% of rental charges, minimum charge CA\$1,000
	0 to 14 days prior to departure:	100% of rental charges

Please note:

Nature Tours of Yukon, nor their (rental) partner(s), shall assume any liability whatsoever in the event a booking or rental is cancelled, rescheduled, changed, postponed or interrupted due to a fortuitous event, act of God, unforeseen occurrence or any other event that renders performance of the services, rental or tour impracticable, illegal or impossible.

5 | CONDITIONS

- Should we be forced to change itineraries or locations due to circumstances beyond our control (e.g. forest fires, snow storms, road closures, avalanches, river levels), the new itinerary will be left to our discretion.
- 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.
- We will not take an unnecessary risk, if the circumstances are identified as too dangerous according to our judgment. In such situations, we sit tight until the danger subsides or we can arrange an egress strategy. The cost of such arrangements would be shared evenly amongst the participants.
- 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 suggest that all of our guests consider the purchase of travel insurance for protection against cancellation penalties and many other unforeseeable circumstances such as an emergency medical evacuation.
- We reserve the right to cancel a tour sixty (60) days prior to starting date if the determined amount of minimum participants has not been met. Clients who have made reservations on the concerned tour will be offered the opportunity to participate in the concerned tour against payment of a small-group surcharge, as indicated in our tour descriptions.
- Unforeseen situations and circumstances may force us to reconsider conducting a previously confirmed trip. Although such situations rarely occur, we reserve the right to cancel such a trip up to fourteen (14) days prior to the starting date. If this occurs, we will endeavour to meet your needs with a similar trip at the earliest possible date, or another trip at the same or another date. Any difference in cost will be dealt with on a case by case scenario. If we would be unable to offer a suitable alternative and have no other option than to cancel your booking, a full refund will be made, unless we are required, for instance by Government directives and (local) measures, to consider a general cancellation of one or more trip types due to dangerous or infectious circumstances, caused by events far beyond our control, such as, but not limited to disastrous weather, extreme temperatures, forest fires, earthquakes, flooding, epidemics or pandemics caused by illnesses and/or airborne or otherwise infectious diseases, which limit traveling to, from or within certain regions. In such cases, we reserve the right to find alternatives and solutions depending on the actual situation. As such (drastic) measures, likely also will have an impact on air travel, we strongly recommend to purchase travel insurance, which covers trip cancellation and trip interruption.