

## Booking & Cancellation Policy

### WAIVERS:

Each guest will be required to sign a Release of Liability, Waiver of Claims, Assumption of Risks and Indemnity Agreement before being allowed to secure a booking with us via a 25% deposit payment. [Click here](#) to view, read and sign our waiver.

### PAYMENTS:

A 25% deposit is required to secure a reservation, with the balance due 30 days before the activity/tour date. Payments can be made online via an interactive invoice you will be sent, or by credit card over the phone. If your balance is not paid by you 30 days prior to the first date of your booking with Tyax Adventures, your trip may be released.

### CANCELLATIONS:

#### Guest Cancellation

##### *Outside of 30 days:*

Payments made for all tours / flights / reservations cancelled outside of 30 days before the start date of your reservation will be refunded, less 10% of the deposit paid to cover the cost of credit card and administration fees.

##### *Within 30 days:*

Payments made for any tour / flight / reservation which is cancelled within 30 days of the start date of your reservation are non-refundable.

In the event that a guest experiences or presents with COVID-19 symptoms, as per our COVID-19 policy – and it is unsafe for them to participate in their booking they may use 100% of their credit to reschedule for another date, or receive a full refund minus 10% of the deposit paid to cover the cost of credit card and administration fees.

Our guest cancellation policy is firm and we recommend you purchase a trip interruption/cancellation insurance policy to avoid disappointment should you need to cancel your trip last minute, as you will not be reimbursed by Tyax Adventures.

#### Cancellations due to a 3<sup>rd</sup> Party/Unforeseen Circumstances

Should your booking need to be cancelled due to extenuating circumstances beyond our control, including (but not limited to): border closures, government initiated shutdowns due to a pandemic or wildfire, weather or smoke which is deemed by Tyax Adventures to be a safety issue. Tyax Adventures may offer you a 100% credit to reschedule for another date, or give you the option of a full refund minus 10% of the deposit paid to cover the cost of credit card and administration fees.

#### Tyax Adventures Cancellation

Tyax Adventures reserves the right to cancel or adjust a reservation at any time due to minimum participation requirements not being met (typically 4 guests), or any other circumstance that arises. Should Tyax Adventures need to cancel or reschedule your reservation we may offer you a 100% credit to reschedule for another date, or give the option of a full refund. Should any necessary changes affect your pre and/or post-tour travel plans, Tyax Adventures will not be responsible for additional expenses incurred by guests (non-refundable airline tickets, rental cars, hotel reservations, etc.) Again, we recommend you have purchased your own trip insurance policy.

### SINGLE SUPPLEMENT:

For tours including accommodation; prices are based on double occupancy. Single rooms are available for an additional charge. Single supplement price will be provided on request. Guests travelling alone may request to be paired with another single traveller, if possible.

### ITINERARY CHANGES:

Every attempt will be made to adhere to our scheduled itinerary, we do not plan to make changes ahead of time. However, participants acknowledge and willingly accept the possibility of unexpected changes to our route, timings and itinerary. Safety issues, weather and/or any extenuating circumstances beyond our control may contribute to this possibility. Should these changes affect your pre and/or post-tour travel plans, Tyax Adventures will not be responsible for additional expenses incurred by guests (non-refundable airline tickets, rental cars, hotel reservations, etc.). Again, we recommend you have purchased your own trip insurance policy.

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Tyax Adventures on the shores of Tyaughton Lake, Gold Bridge, BC