



PINGORA

outdoors

Pingora Outdoors' Cancellation Policy

Your Responsibilities

All participants must sign and fill out a Liability Form and a Medical Agreement. A copy of this form will be included in your confirmation packet. This will be sent to you via email after you sign up for the trip.

Medical Considerations

- *If you have any medical or psychological conditions, it's very important you let us know prior to departure so that we can make extra arrangements if necessary.* Trip leaders have the right to disqualify anyone at any time before or during the trip if they feel the trip member is mentally or physically incapable to continue and/or if a trip member's continued participation jeopardizes the group's or his/her own safety. Under these circumstances refunds are not given.
- Pingora Outdoors guides are trained in Wilderness First Aid and Wilderness First Responder. This does not mean that Pingora Outdoors is a medical facility. Therefore Pingora Outdoors has no responsibility regarding medical advice or medications that you or your doctor deem necessary for your safe participation.
- In the backcountry Hospital facilities for serious problems are often unavailable, and evacuation can be prolonged, difficult and expensive. Pingora Outdoors assumes no liability regarding provision of medical care. By signing the Liability Release and Assumption of Risk Agreement, you agree to pay for emergency evacuation and emergency medical care.

Your Obligations As a Trip Member

By participating in a Pingora Outdoors trip, you assume certain obligations to Pingora Outdoors and the other trip members. It is your responsibility to:

- Understand the conditions implied in the Activity Level rating of your selected trip
- Select a trip that is appropriate to your interests and abilities
- Prepare for the trip by familiarizing yourself with the trip itinerary and trip preparation materials sent by Pingora Outdoors
- Bring appropriate gear and clothing as advised by Pingora Outdoors
- Obtain all necessary visas
- Follow considerate standards of personal hygiene in order to reduce risk of contracting diseases
- Follow considerate social behavior with other trip participants and respect their habits
- Act in an appropriate and courteous manner
- Complete the trip itinerary as scheduled (or as adjusted by your trip leader as necessary)

- Respect the areas we visit by using environmentally safe products, staying on established routes of travel and not littering.

OUR LEGAL LIMITATIONS — PLEASE READ CAREFULLY

- Pingora Outdoors may contract with independent contractors to provide transportation, guide services and/or all other related travel services. We assume no responsibility, however caused, for injury, loss or damage to person or property in connection with any service provided by an independent contractor or resulting directly from the following: - acts of God - detention - annoyance - terrorism - thefts - pilferage - force majeure - civil disturbances - government restrictions or regulations - strikes - delays and expenses arising from quarantine - failure of any means of conveyance to arrive or depart as scheduled - discrepancies or change in transit or hotel services over which we have no control.
- We reserve the right to make reasonable changes in the itinerary where deemed advisable for the comfort and well being of trip members. By advancing payment to Pingora Outdoors, the payee thereby agrees to be bound by the above terms and conditions.

Refunds

Pingora Outdoors does not give any refunds for unused hotel rooms, meals, sightseeing trips or other trip arrangements. Trip price is quoted as a package; partial or full refunds are not given for services not used.

Cancellations

If you cancel your trip, the following fees apply (found below) and are due to Pingora Outdoors at the time (prior to departure) we receive written notice of your cancellation. *Some trips may have special cancellation or transfer fees; if so, they will be listed on the Itinerary Details or supporting trip documents.*

Transferring Trips

If you cancel your trip and decide to transfer your reservation to someone else, the following fees apply (found below) and are due to Pingora Outdoors at the time (prior to departure) we receive written notice of your intention to transfer. *Some trips may have special cancellation or transfer fees; if so, they will be listed on the Itinerary Details or supporting trip documents.*

- **30+ days prior to departure** = \$0
- **15 to 29 days prior to departure** = 50% of the total trip cost is non-refundable
- **0 to 14 days prior to departure** = 100% of the trip cost is non-refundable

If Pingora Outdoors Cancels a Trip:

Pingora Outdoors reserves the right to cancel all or a portion of a trip due to weather, for force majeure or any other circumstances beyond our control. In the event of such cancellation, full or partial refunds, if any, will be at Pingora Outdoors' sole discretion. We also reserve the right to cancel any trip if sign-up is inadequate to make the trip economically feasible for us to operate, and in this event, we give a full refund of the trip price. However, Pingora Outdoors is not responsible for additional expenses incurred by you in preparing for the trip.