



REGISTRATION, CANCELLATION AND REFUND POLICIES

Registration

We recommend booking early to ensure the availability of a guide. Although we will do our best to accommodate late registrations, please note, that depending on dates chosen there may be limited availability as we are often booked weeks in advance. Once we receive your payment you will be confirmed for the course or trip you request on a first-come, first-served basis. Reservations with MAG (Montana Alpine Guides) are not transferable to third parties without prior approval by MAG.

Deposits

Single-Day Trips (Private Climbing, Hiking, Skiing, and Snowshoeing Bookings): Full payment is required at the time of booking to secure your reservation.

Group Courses (Including Level 1 Avalanche Courses): Full payment is required at the time of booking to secure your reservation. If a course has not yet reached its minimum enrollment, we require a credit card to hold your spot. Although we do not always collect payment until a course has reached the minimum enrollment, by providing your credit card information you are committing to pay for the course should it run.

Multi-Day Trips and Expeditions (Both Domestic and International): A non-refundable deposit of \$500 per person is required at the time of booking to secure your reservation. The balance payment is due 120 days before the start of your trip.

Payment

We accept bank transfers, e-check/ACH, credit cards, checks, cash, and money orders. A \$30 service charge will be applied to all returned checks. **Credit cards are not accepted for payments of \$3,000 or more. Balance payments made by credit card over \$3,000 will be charged a 3% transaction fee.**

Cancellations

All requests for cancellations and date changes must be submitted in writing. Once we receive written notice that you are canceling your trip, the following fees apply:

Single-Day Trips (Private Climbing, Hiking, Skiing, and Snowshoeing Bookings): If you cancel your reservation more than 30 days from the start of your trip, we will refund your full payment, less a 10% processing fee OR provide a full credit for a future trip. If you cancel within 30 days of your start date, or fail to appear, you will be charged for the entire amount of your trip.



MONTANA ALPINE GUIDES

Group Courses (Including Level 1 Avalanche Courses): If you cancel your reservation more than 30 days from the start of your trip, we will refund your full payment, less a 10% processing fee OR provide a full credit for a future trip. If you cancel within 30 days of your start date, or fail to appear, you will be charged for the entire amount of your trip.

Multi-Day Trips and Expeditions (Both Domestic and International): The \$500 per person deposit made upon booking is non-refundable. If you cancel your reservation more than 120 days from the start date of your trip, the \$500 per person deposit will be retained, however, any payments made beyond this deposit will be refunded less a 10% processing fee. If you cancel within 120 days of your start date, or fail to appear, no refunds will be issued.

Cancellations by Montana Alpine Guides

MAG reserves the right to cancel any program due to inadequate bookings, weather or route conditions, guide health, or for any other reason. In the event that MAG must cancel a trip, every effort will be made to reschedule the trip. If we are unable to schedule another date, we will offer a refund of your payment minus a 5% processing fee OR we will provide a full credit for a future trip. In such cases, MAG is not responsible for expenses incurred by the client in connection with the trip such as airfare, car rental, equipment purchases, etc. If MAG elects to run an under-booked, group-rate trip, we reserve the right to modify or shorten the trip if you are the sole participant.

Trip Insurance

Factors such as illness, injuries, family emergencies, business obligations, missed or canceled flights, lost baggage, etc., may require you to cancel or delay your trip. Unless you are willing to absorb the entire cost of your program in the event of a cancellation, we encourage you to obtain trip insurance to protect your investment. Please visit www.insuremytrip.com to shop for the policy that is right for you.

Date changes

Date changes are subject to availability and apply only to the current guiding season.

Single-Day Trips (Private Climbing, Hiking, Skiing, and Snowshoeing Bookings): If it is more than 30 days before your start date, you are eligible to reschedule to another date or receive a full credit for a future booking. Within 30 days of the start date of your trip, requests to be rescheduled to another date or receive a credit for future use are both subject to a 10% processing fee. Rescheduling requests submitted with 14 or fewer days remaining before the start date can only be honored if the guide(s) assigned to your trip are also available on the proposed dates and are subject to a 10% processing fee. Otherwise, they are treated as cancellations and are subject to the cancellation policies described above.



MONTANA ALPINE GUIDES

Group Courses (Including Climbing Courses and Level 1 Avalanche Courses): If it is more than 30 days before your start date, you are eligible to reschedule to another date or receive a full credit for a future booking. Within 30 days of the start date of your trip, requests to be rescheduled to another date or receive a credit for future use are both subject to a 10% processing fee. Rescheduling requests submitted with 14 or fewer days remaining before the start date are treated as cancellations and are subject to the cancellation policies described above.

Multi-Day Trips and Expeditions (Both Domestic and International): Date changes may be requested at any time up to 90 days prior to your departure date for a \$200 fee per person. No date changes allowed less than 90 days before departure.

Reservation Modifications

Single-Day Trips (Private Climbing, Hiking, Skiing, and Snowshoeing Bookings): If made prior to 14 days from the start date of your trip, requests to modify an existing reservation such as changes in participant numbers, locations, objectives (Advanced days vs. Basic days) that result in a lower invoice balance will be eligible for a credit of the balance difference for future use OR a refund of the balance difference, less a 10% processing fee. No credits or refunds will be issued for requested changes to a reservation with 14 or fewer days remaining before the start date.

Refunds

By its very nature, mountaineering is an uncertain endeavor, and many factors can influence the outcome of a trip. While we understand that reaching the summit is important, and our guides will make every effort to do so safely, we cannot guarantee that you will summit or achieve all the objectives you may have set for yourself. Factors such as weather, route conditions, or your own abilities may create circumstances that make continuing with the climb unsafe or unwise, and you or your party may have to descend before reaching the summit or accomplishing your objectives. Accordingly, once a trip or class begins, we are unable to offer refunds for weather related cancellations, or for trips or classes that end prematurely due to weather, route conditions or circumstances within, or affecting, your group. Further, if you decide for any reason not to begin or continue with your climb, no credits or refunds will be given.

Waiting List

If a class or trip is full when we receive your registration and payment, we will notify you that you have been placed on a waiting list. If you decide to cancel your reservation while still on the waitlist, we will refund your payment.