



Booking & Cancellation Policy

Thank you for your interest in booking with Hyland Backcountry Services Ltd.(HBS) We look forward to time spent in the mountains with you.

When you book with HBS, we commit those dates to you, and often have to turn down other clients. The winter season is becoming increasingly popular, and we count on our bookings for our livelihood. **Please read carefully.**

Prices & Payment

All pricing is in Canadian Dollars, and subject to 5% GST.

Methods of Payment

We accept the following payment options:

- Interac E – Transfer
- Cheque

**Your booking is complete when we receive your funds*

Deposits & Payments

In order to secure your program and dates, a 50% deposit of total program fees are required at the time of booking, with the balance of the total amount due 45 days from the program start date. Trips/courses booked less than 45 days in advance of the start date require a 100% payment of program fees.

Booking Conditions

1. Waivers

Mountain travel is not without certain risks and hazards. All program participants will be required to read and sign a waiver. Waivers will be provided to participants in advance of the program for their information and will be completed at the start of the program.

Hyland Backcountry Services Ltd.
PO Box 3257
Smithers, Bc
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2. Mountain Weather

The mountain weather, snow conditions, and avalanche hazard are beyond our control. If conditions do not allow the original program, we will make every effort to find a safe, suitable alternative. Due to the above, we reserve the right to cancel all or a portion of a program, without penalty to HBS. We cannot be responsible for clients' expenses as a result of this. Trip cancellation insurance is recommended

3. Backcountry Emergency Evacuation

Program participants will be required to pay for any costs associated with medical evacuations from the field, in the unlikely event of injury or illness. Specialty adventure travel insurance is recommended

4. Personal Wellbeing

The participation of any person on any program is continually subject to the discretion of the guides and HBS. If a person is asked to leave a program, there will be no refund.

5. Equipment

All program participants will need to provide the required gear. If you do not have the required gear, please make arrangements to rent or borrow gear for the program.

Insurance

Hyland Backcountry Services Ltd. strongly recommends our guests and clients obtain adequate adventure tourism insurances for their trips or courses. The following types of insurance should be considered

- Emergency Evacuation/Medical Insurance
- Trip Cancellation or Interruption Insurance

These policies will protect the client in the event of cancellation or sickness/injury. For more information, consider checking with Lifestylefinancial.ca or other providers.

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Cancellation and Refund Policies

We highly suggest clients obtain trip cancellation insurance.

Client Cancels: 45 days or more

If a client cancels in advance of the program start date, by 45 days or greater, HBS will fully refund the deposit, minus any costs associated with your booking and a \$100 administration fee.

Client Cancels: Less than 45 days

If a client cancels less than 45 days in advance of the program start date, they will not be refunded. If the client can find someone to fill their spot, who meets the program prerequisites, that is acceptable.

HBS Cancels

If we have to cancel a program for reasons beyond what are discussed in this document, we will refund the client the full amount of the program.

****Cancellations are only effective once we receive notification in writing by e-mail***

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