

## Terms, conditions and cancellation policy

***Our COVID-19 policy may supersede portions of this policy. It is viewable at the following location:***

<https://www.apexmountainschool.com/covid-19-response/>

### **Terms and conditions:**

Discounts not valid with any other offer. Non-transferrable. Not redeemable for cash. All other rules and regulations apply. We reserve the right to refuse service to anyone. We reserve the right to discontinue service to any participant or group at any time and without refund if, under Apex staff's discretion, it is unsafe to continue service for any reason. For parties of 6 or more, 18% gratuity will be added.

### **Cancellation policy on private tours (up to 9 people):**

Every Private Tour registration includes a \$100 non-refundable registration fee to hold the reservation. For cancellation between 2 weeks and 4 days from the trip date, 50% of the remaining total trip price is charged. For cancellation within 4 days from the trip date, 100% of the remaining total trip price is charged. All cancellation and change requests must be submitted and are processed by email directly to [admin@apexmountainschool.com](mailto:admin@apexmountainschool.com). Call to ensure receipt – receipt is necessary for valid cancellation.

### **Cancellation policy for corporate/group event (includes private tours for 10 or more people):**

Every Corporate/Group Event registration includes a non-refundable registration fee equal to 50% of the total event price to hold the reservation. For cancellation within 2 months prior to the trip, 100% of the remaining total event price is charged. All cancellation and change requests must be submitted and are processed by email directly to [admin@apexmountainschool.com](mailto:admin@apexmountainschool.com). Call to ensure receipt – receipt is necessary for valid cancellation.

### **Cancellation policy on courses:**

Course fees are charged in full, following your course registration. Every Course registration is inclusive of a \$100 non-refundable registration fee to hold the reservation. For cancellation between 1 month and 2 months prior to the course, 50% of the remaining total course price is charged. For cancellation within 1 month from the course date, 100% of the remaining total trip price is charged. All cancellation and change requests must be submitted and are processed by email directly to [admin@apexmountainschool.com](mailto:admin@apexmountainschool.com). Call to ensure receipt – receipt is necessary for valid cancellation.

### **Weather policy:**

Please note, weather is part of the mountain environment and we may experience conditions that you do not consider ideal. If your guide determines that weather is permissible and you instead wish to discontinue the tour/trip/event, we will end the trip at your request with no refund. If weather is encountered that is not deemed permissible by your guide, we reserve the right to implement a backup plan, which may include, but may not be limited to, change of location. If your trip is less than 1/2 complete, we will charge 50% of trip fee. If between 1/2 and completed, a full trip fee is charged.

**Minor policy:** Apex may, at its sole discretion, allow minors to attend courses and/or privately guided trips without a parent present. In either case, Apex reserves the right to discontinue minor's participation at any time if determined that minor is acting in an unsafe, inappropriate or otherwise disruptive manner, without refund. Minors not transparently and accurately conveying and detailing medical conditions of any type on their participant form may be removed from participation with no refund. Minors and their parent(s)/guardian(s) are responsible for their behavior, transportation and otherwise as it relates to their participation, and they will not be transported by staff under any circumstances.

### **Other Concerns:**

As a mountaineering company we operate in mountaineering environments where mountain weather is the norm. We do not cancel outings or courses due to adverse road conditions. Last minute rescheduling's or refunds are not given for these or other matters out of Apex Mountain School's control. Plan and prepare accordingly.