TOUR & RENTAL INFORMATION – TERMS AND CONDITIONS

TOUR PACKAGES - PRICING

All tour package rates are in Canadian Dollars and subject to 5% GST tax. Listed rates are per single rider on one machine unless otherwise noted. Passengers are allowed on our trail sleds only, no passengers are allowed on mountain sleds. Final and full payment for any tour or rental period is due on arrival, if full price has not been paid prior.

Excluded from our all-inclusive packages are the following: 5% GST tax, medical and liability insurance, breakfast and dinner, guide gratuities, transfers to and from Revelstoke.

Advertised Multi-Day tour package rates are based on 4 people in a group, pricing will differ for group sizes other than 4 people and for different accommodation options.

RENTAL PRICING

Rental rates are subject to 5% GST and 7% PST. Rates are valid for listed machines and for a time period of rent between 8.30am till 4.30 pm (8 hours). Rental only rates include the helmet but no other gear, fuel, insurance or trail passes. Rental packages are only available in combination with private guide hire and include helmet, fuel, insurance and trail pass.

Late returns are subject to a $70 per hour charge (or ½ hour increments).
Fuel charges & incidentals are charged at the end of the contract period.
Damages are charged per incident (see also damages).

RESERVATIONS

Reservations are required for all tours & rentals. To make a reservation we require a deposit or full payment on a credit card. Please inquire for other forms of payment ($20 fee for wire transfers).
The cardholder is required to complete and agree to the release of liability waiver prior to providing payment to confirm the booking.

For payments on credit cards, we will send you a credit card authorization form to fill out and return. Upon receipt we will be able to confirm your tour/rental.
Please note: It is possible to be a walk in guest. However, no rental/tour is guaranteed without a reservation.

Tours require a minimum number of two participants on two sleds and are considered tentative until the minimum number is reached.

We reserve the right to refuse tours/rentals to anyone.

Revelstoke, BC, Canada
GREAT CANADIAN TOURS

PAYMENTS / DEPOSITS

Multi-Day Tours / Rental Packages: A 25% **non-refundable** deposit is required at time of booking to confirm. The remaining balance is due 30 days prior to arrival. Reservations can only be confirmed when a deposit payment is received.

Day Rentals/Short Tours: A 25% deposit per reservation is required if the reservation is made more than a month prior to the tour/rental date. Full pre-payment is required for all bookings made within a month of arrival.

Final audit: All charges are subject to a final audit. If client is over- or under charged, they will pay the correct amount or receive a refund.

Damage deposit: Valid credit card is required for security/damage deposit to the amount of $1500 on tours **(insurance included)**, or $2500 for all rentals. *Please make sure your credit card provider allows this amount to be secured on your card.*

MINIMUM AGE

The minimum age is 19years to ride one of our machines, 21years for rentals or 6years on the back of a snowmobile when physically accompanied with a parent or legal guardian. All riders must have a valid driver's license to operate one of our vehicles.
The minimum age for riders on their own machine when hiring a guide is 16years with a valid driver's license.

RENTAL PICK UP / RETURN

Rental pick up: Between 8.30am and 9.30am
Rental return: Between 3.00pm and 4.30pm

Unless we are informed of your pick-up delay, machines not picked-up prior to 10.30am are considered 'no show' and reservation is cancelled without the right of refund. If you are delayed, please call us, so we keep your machine available for you.
Early returns: No refunds for early returns or shortened rental period due to incidents, accidents or weather conditions. No refunds are issued for unused days, unless we are able to re-rent your machine. Please note our shop is closed outside the listed hours and should you wish to return your machine earlier, you must inform our staff in the morning at pick up.
Late returns: are subject to a $70 per hour (or ½ hour increments) charge. Overnight rentals taken off-site must complete and sign our off-site agreement.

CANCELLATIONS FOR TOURS AND RENTALS

There are no exceptions to our refund policy. We strongly encourage all customers to purchase their own travel/cancellation insurance covering events that would require you to cancel your trip with us prior to arrival or disrupt it after it has begun.

Written cancellations are received by our office only. No refunds for un-used portions of tours or rentals, early returns and 'no shows'.

Cancellation policy for tour packages, multi-day rentals, multi-day guide hire and group rentals (> 6 sleds):

>30 days:	25% of total tour/rental charge (including upgrades)
29-8 days:	50% of total tour/rental charge
7-0 days/no shows/unused days/early returns:	100% of total tour/rental charge

Cancellation policy for short tours, day guide and day rentals:

More than 14 days before start time:	100% of payment refunded
Between 14 and 3 before start time:	25% cancellation fee
Within 72h of start time / No shows / unused days or early returns:	No refunds

Unless we are informed of your delay, snowmobiles rentals not picked up prior to 10:30am are considered 'no show' and your reservation will be cancelled without the right of refund. No refund is provided for snowmobiles returned prior to the end of the booked rental period.

Short tour guests are required to check in at least 15 minutes prior to their scheduled departure time. Any guest who has not checked in by the booked departure time will be considered a no-show, and the reservation will be forfeited without refund. Tours cannot be delayed by more than 15 minutes past the scheduled start time, to avoid disruption to other guests and operations.

If you cancel within the cancellation periods outlined above, you may find a suitable replacement guest for your trip. If you are unable to find a replacement notify us as soon as you can, and we will use reasonable efforts to resell your trip at full price or partially. If a replacement can be found we will be able to offer a partial refund, however, this is not guaranteed. A minimum of $100 admin fee applies in this case.

All cancellation credits granted are valid for 2years and must be used within 2 seasons from the initial booking date.

Please note that we encourage all guests to secure their own travel insurance to protect them in the event they would need to cancel their trip. Additionally, we strongly recommend purchasing medical/evacuation insurance. You can inquire with your personal insurance provider to see what your options are. Alternatively, we can recommend a local travel agency that offers affordable insurance for your sledding adventure. Please contact Uniglobe Specialty Travel: 1.866.667.0811 or by email at **revelstoke@uniglobespecialty.com**.

Great Canadian Tours does not give refunds or credits for those days when the snow/weather quality is poor. Although the Revelstoke area is known for having great powder snow conditions, it is possible that conditions during your trip will disappoint you. Please accept the fact that we have no control over the weather and will not give refunds due to poor conditions. Our policy is to operate every day, make a big effort to have fun and make the best of what nature presents us with – even if the conditions are not the best and your cooperation in doing so is greatly appreciated.

We reserve the right to cancel any tour/rental, in part or in whole, for any reason, such as inclement weather, avalanche conditions, operational emergencies, mechanical reasons, pandemics, or insufficient guest bookings, in which case you will receive a full refund. We will not be liable for any liquidated damages, consequential cancellation fees, rental charges, service charges, or any other consequential, compensatory charges.

CLIENTS RESPONSIBILITY

Minimum age is 19years to ride a machine, 21years for rentals or 9years on the back of a snowmobile when physically accompanied with a parent or legal guardian. All riders must have a valid driver's license to operate one of our vehicles. The minimum age for riders on their own machine when hiring a guide is 16years with a valid driver's license.

We do our best to ensure the safety and enjoyment of all participants, but since these activities involve known and unknown risks, we require all guests to sign an assumption of risk statement and release of liability waiver prior to tour or rental departure. Waivers are available prior to making your reservation. It is the client's responsibility to read and sign our conditions, contract and waiver policy. Please ask if you have questions.
We advise clients to arrange proper liability and medical insurance, which may include extraction coverage from remote areas.

A valid identification must be presented at rental pick-up.

Damage deposit: Valid credit card is required for security/damage deposit to the amount of $1500 on tours **(insurance included)**, or $2500 for all rentals. *Please make sure your credit card provider allows this amount to be secured on your card.*

DAMAGES

Damages are NO Fun. And we dislike damages as much as you do. You end up paying for the damages which can often be avoided. We end up with loss-of-value on our machine, down-time in which the machine cannot be rented and the additional work of repairs. It really is a no-win situation.
We do not dispute damages with our guests. Cosmetic damages, parts and labour times can add up quickly. Some damages cannot be fully assessed, until the machine is taken apart by us or a dealer.
Our procedures are very clear about when you are responsible, and for what damages. If you have any questions prior to taking a sled out, you must ask.
You are responsible for full damages to the rental machine, unless you have purchased optional insurance (included on tours).

Damages are **per incident**, which means that if you cause damages one day, you will have to pay for those, and then are responsible for consequent new damages the following day. If your rental machine is in-operable due to the damages caused, you have no right to refunds. We will however endeavour to get you a replacement machine if available.

It is in your best interest to check out your machine in detail before you leave on your rental or tour. We will go over the machine in detail with you and inform you to take note of all damages, which will be written on your contract and documented in the damage video taken every morning. It is in your interest to do this diligently. Upon return we will check the vehicle with you and evaluate any damage. All damages are subject to a final audit by our shop.

Damages to machines to the following amount:
Rentals & Tours: up to the max deductible, unless insurance was not purchased on rentals and/or as operated under 'Prohibited use' & intentional damages in which case full damage charges apply. Also, on all Tours & Rentals: max deductible to machine engines, frame and fire damage.

You will be charged for the following damages:

Parts:	Part value plus labour and shipping charges.
Track damage:	Up to $200 per split or missing lug.
Frame damage:	Full deductible
Fire damages & will-full damages:	Full damage
Damages caused by carrying passengers that are not designed to be taken:	Full damage
Burned Belt (flat spots) from leaving Parking brake on:	Full damage

If you do not agree with our damage assessment, we will be happy to get an assessment done by a dealer.

Personal property
Great Canadian Snowmobile Tours Inc. is not responsible for loss or damage of any property left in the property or in, on or carried by the rental gear.

DAMAGE INSURANCE

You are responsible for the full cost of all damages to the snowmobile per incident, plus applicable taxes, unless you purchase our optional damage insurance.

Optional Damage Insurance (Rentals):
Damage insurance is available for **$45 + tax per machine, per day** on rental bookings and reduces your deductible to **$2,500 per incident**.

Tours:
Damage insurance is included on guided tours with a deductible of **$1,500 per incident**.

Extraction Costs:
In the event a snowmobile requires extraction or recovery (by helicopter or manual retrieval), **all associated costs are the responsibility of the renter/guest** and will be billed separately. These costs are **not covered** by damage insurance.

PROHIBITED USE & INTENTIONAL DAMAGE

Your machine shall not be operated:

- By anyone not named in the rental-agreement
- By under-age persons. (Minimum age is 19years to ride a machine, 21years for rentals or 6years on the back of a snowmobile when physically accompanied with a parent or legal guardian.
- By anyone not holding a valid driver's license.
- By any person under the influence of drugs, alcohol, medication or suffering from extreme fatigue.
- In any speed or racing contest & closed areas, water or road crossings/riding or illegal speeding, failing to obey signs or the law.
- By anyone failing to obey guide instructions.
- To transfer, push or tow any vehicle or person.
- To carry explosives or flammable materials,
- To tow or carry passengers (unless the machine is designed for passengers).
- In other areas than Boulder Mt, Turtle or Frisby Ridge. Unless an off-site rental agreement is signed.
- By anyone wearing ski boots.

→ Any intentional damages or damages resulting from prohibited use are not covered by our damage insurance.

Revelstoke, BC, Canada GREAT CANADIAN TOURS

MULTI-DAY TOUR PACKAGES

ACCOMMODATIONS

There are various accommodation options available. **All our advertised tour package rates are based on four people staying in our on-site 2-bedroom cabins. Rates will differ for different accommodation types and group sizes.**

ITINERARIES

Itineraries may change pending conditions and ability of rider. This is up to the discretion of your guide on the day of your tour.

MEALS

All our multi-day tour packages include a packed lunch for the mountain. Please let us know of your special dietary requirements and/or allergies.
Breakfast and Dinner are not included but all accommodations come with a full kitchen or enjoy the many restaurants downtown.

MACHINES

Great Canadian Snowmobile Tours has a stringent maintenance program for all our machines and aim to provide you with the best machines possible. However, they do have a large mechanical component beyond our control, and should a machine have problems, we ask for your understanding, and to inform your guide immediately allowing us to fix the problem quickly and efficiently.

SNOWMOBILE EXPERIENCE

Snowmobiling in 4 feet of fresh powder is physically demanding and requires good strength, stamina and coordination. Consequently, mountain riding is predominantly done with one person per machine and as a general rule no passengers are allowed. It is not the same as trail-riding where one can stay seated. With mountain riding the rider frequently stands up and uses his/her weight to steer the machine. The nature of the riding and for liability reasons, a min age of 19 is required to ride your own snowmobile. Mountain snowmobiling is not recommended for people in poor health or with pre-existing injuries.

Riding levels: Choose the tour that fits your level of experience and fitness
A-Level: Strong beginner or novice rider with limited experience.
B-Level: Previous trail experience but no or limited mountain experience.
C-Level: Previous mountain and deep snow riding experience. Physically strong and experienced in challenging terrain.

We send out a Rider Info form for every participant to complete prior to arrival to help our guides plan ahead for your trip. Please note it is in the interest of guests to disclose their ability level accurately and honestly. While 'A' tours are suitable for novice riders with no or limited riding experience, previous riding experience and a good physical condition assist you in enjoying the mountain snowmobile experience the most. Expert tours (C-level ability) require riders to have prior mountain riding experience, and riders with insufficient abilities may be asked to sit out a day or part of the tour (with no compensation), or hire a private guide, for the safety and well-being of other riders and guides.

AVALANCHE & RIDING SAFETY

Please note that weather, snow, road and/or avalanche conditions may alter the riding programs and destinations. Backcountry Tour Clients are provided with avalanche safety gear as well as clear instruction on how to use.

CLOTHING

Average winter temperatures range between 0 to -10 degrees C. Full protective clothing is provided by us on all tours, which includes protective snowmobile suit snowmobile boots and snow cross-style helmet. You are responsible to bring the following: goggles, winter finger gloves (no mitts), turtleneck shirt or long underwear, woolen socks, sunglasses, sunscreen, neck warmer/ balaclava. Several of these items can be purchased in our neighboring shop.

HOW TO GET HERE

Great Canadian Tours is located 7 kms west of the town of Revelstoke. Taxi services are available to and from town; however, you may prefer to have your own transportation when staying with us. Transfers to and from the Kelowna International Airport (YLW) are provided through Revelstoke Transfers. Several car rental companies are available at the Kelowna airport also.

I, _____ have read and understand the Terms and Conditions.

Signature: _____Date: _____