

## Tour & Rental Information - Important to Know

### **All Tour - Pricing**

All tour rates are in Canadian Dollars and subject to 5% GST tax. All listed rates are per vehicle (unless otherwise noted). Please note that US\$ charges will be applied in Canadian dollars. Rates are per machine. No passengers are allowed on our bikes. Final and full payment for any tour or rental period is due at the first day if full price has not been pre-paid.

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

### **Rental only Prices**

All rental rates are in Canadian Dollars and subject to 5% GST, and 7% PST. Rates are valid for listed machines and time periods. 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).

**Note:** Fuel is not included and is charged at the end of day.

### **Reservations**

Reservations are required for all tours & rentals. Payment is due at the time of booking. Payments accepted by credit card, in person or bank/e-transfer (\$20 fee for wire transfers).

Payments with credit card can be processed online, over the phone or by submitting credit card authorization form via e-mail. Upon receipt we will be able to confirm your tour/rental.

Please note: It is possible to be a walk in guest, but no rental is guaranteed without a reservation.

## Reservations/Payments

### Tours & Rental Packages:

A 30% deposit is required for all booking made more than 30 days months in advance. Full payment is required for all bookings made within 30 days of arrival date.

Deposit can be made by Visa, MasterCard, e-transfers, or wire transfers (there is a \$20 charge for wire transfers) and is required at the time of booking. Total balance is 30 days prior to arrival.

We reserve the right to refuse rentals to anyone. Unless we are informed of your delay, rentals not picked up within 30min of the start time booked are considered 'no show' and your reservation will be cancelled without the right of refund. No refund is provided for rentals returned prior to the end of the booked rental period.

Reservations can only be confirmed when a deposit payment is received. The full amount is due at point of booking for any bookings made within 30 days of the arrival date. There are no refunds for no shows / unused tour or rental days.

### **Booking procedures**

A complete rental/tour agreement and release of liability waiver must be filled out for each rental/tour period and machine. It is the client's responsibility to read and sign our conditions, contract and waiver policy. Please ask if you have questions about the waiver procedure.

**Security deposit:** Valid Visa, MasterCard is required for security/damage deposit to the amount of \$3000/\$1500 **for all tours and machine/boat 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, 25years to rent and 9years as a passenger when physically accompanied with a parent or legal guardian. Please bring a seat booster if required for Side-by-Side rentals. All riders must have a valid unrestricted 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.

## **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:**

- Earlier than 72 hours before availability start time – full refund
- Later than 72 hours before availability start time – no refunds
- No shows/ unused days or early returns – no refunds

**Early returns:** No refunds for early returns or shortened rental period due to accidents or weather conditions. No refunds are issued for unused days, unless we are able to re-rent your machine.

**Late returns:** are subject to a \$70 per hour (or ½ hour increments) charge. An off-site agreement is required for overnight rentals.

If you are delayed, please call us, so we keep your machine available for you, otherwise you are considered 'no show' and reservation is cancelled without the right of refund.

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 adventure. Please contact **Uniglobe Specialty Travel: 1.866.667.0811** or by email at [revelstoke@uniglobespecialty.com](mailto:revelstoke@uniglobespecialty.com).

Great Canadian Tours does not give refunds or credits for those days when the weather quality is poor. Please accept the fact that we have no control over the weather and will not give refunds due to unfavourable weather 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, terrain conditions, operational emergencies, mechanical reasons, pandemics, or insufficient guest bookings. We will not be liable for any liquidated damages, consequential cancellation fees, rental charges, service charges, or any other consequential, compensatory charges.

**T O U R S**

## **Clients' responsibility**

Minimum age is 25years to rent, 19years to ride a machine and 9years for passengers within a Side-by-Side when physically accompanied with a parent or legal guardian and a fitting helmet is securely fastened as well as a seat booster if required. All riders must have a valid driver's license to operate one of our vehicles.

All clients are required to read and sign a waiver of liability prior to departure. A valid drivers licence must be presented at rental pick-up.

All clients are required to provide their own medical and liability insurance. Note that your travel insurance should include extraction coverage from remote areas.

## **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 rent and ride a machine, 9years for passengers within a Side-by-Side when physically accompanied with a parent or legal guardian and a fitting helmet is securely fastened as well as a seat booster if required. All riders must have a valid driver's license to operate one of our vehicles.)
- 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.
- On public roads and/or private property.
- To carry explosives or flammable materials, towing or carrying passengers (unless the machine is designed for passengers).
- In other areas than Boulder or Frisby Ridge/Lake Revelstoke. Unless an off property rental agreement is signed.

## Damages

You are responsible for the full amount (plus taxes) in damages to the machine per incident for tours and rentals. A damage deposit of \$1500/\$3000 is required on arrival.

Tire insurance is available for \$15 per day (plus tax) for Dirt Bike and Side-by-Side rentals. Tire insurance is included on tours. This covers the tires only, damages to the rim are not covered by the tire insurance.

Damage insurance for \$60 per machine and incident is available for Side-by-Side rentals, which reduces your damage deductible to \$3,000 per machine instead of the full damage. The full damage insurance includes the tire insurance.

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 getting parts shipped and installing them. It really is a no-win situation.

We do not like to dispute damages with our guests. Like a car, cosmetic damages, parts and labour times can add up quickly. Some damages like front end and frame damages cannot be fully assessed, until the machine is taken apart by us or a dealer.

Our procedures are very clear about that you are responsible for all damages. If you have any questions prior to taking a machine out, you must ask.

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. If damage occurred due to reckless driving, we will cancel the remainder of your booking without a refund. Damages will be completed to the pre-authorization provided for the damage deposit within three days of the incident.

***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 a video of the machine taken prior to the rental. 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.

**You will be charged for the following damages:**

- Parts: Part value plus labour. Shipping charges.
- Frame damage: Full damages
- Scratches: 50% of the part
- Fire damages & will: Full damages
- Damages caused by carrying passengers that are not designed to be taken: Full damages
- Burned Belt (flat spots) from leaving Parking brake on: Full damages

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.

**Registration & Liability**

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 a registration, assumption of risk statement and liability waiver prior to tour or rental departure. Waivers are available prior to making your reservation. We advise clients to arrange proper liability and medical insurance, which may include helicopter evacuation.

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

## **Machines**

Great Canadian Snowmobile Tours has a stringent maintenance program for all our machines and are pleased 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, allowing us to fix your problem quickly or efficiently.

## **Clothing**

Full protective clothing is provided by us on all dirt bike tours, which includes protective moto-cross-style helmet, goggles, boots, chest protector, knee pads and elbow pads and gloves. You are responsible to bring all other gear you may need.

Minimum gear of gloves, boots and helmet is required for dirt bike rentals.

For Side-by-Side tours and rentals we do provide a moto-cross-style helmet that must be worn whilst in the vehicle.

PFDs are supplied for all watercraft rentals.

## **How to get here**

Great Canadian Tours & Glacier House Resort is located 7 kms north 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 as well.

I, \_\_\_\_\_ have read and understand the Terms and Conditions.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_