

# Tour & Rental Information – Terms and Conditions

## All Tour & Rental Packages - Pricing

All tour package rates are in Canadian Dollars and subject to 5% GST tax. Rental Package rates include 7% PST. All listed rates are per vehicle (unless otherwise noted). Please note that US \$ charges will be applied in Canadian dollars against current exchange rates. Rates are based on single rider unless otherwise noted. No passengers are allowed on our bikes. Final and full payment for any tour or rental period is due on arrival, if full price has not been paid.

Excluded from our all-inclusive packages are the following: 5% GST tax, medical and liability insurance, guide gratuities, transfers to and from Revelstoke. All Tours are based on 4 people in a group, an additional fee will apply for all smaller group sizes.

## 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 for a time period of rent between 8.30am till 4.30 pm (8 hours). 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:** Any fuel used is charged at the end of day.

## Reservations

Reservations are required for all tours & rentals. To make a reservation we require a Visa or MasterCard. Please inquire for other forms of payment (\$20 fee for bank transfers).

For payments with credit cards, we will send you a credit card authorization form, which you 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.

## Payments

Tour/Rental Packages: A 30% deposit at time of booking is required (min \$200) – 50% for groups of more than 6 people. Remaining balance is due 30 days prior to tour departure. Some tours may require a minimum number of participants (2 or 4 pax) and may be cancelled up to 14 days prior to departure. A full refund will then be given, or an alternative offered. Reservations can only be confirmed when a deposit payment is received. No refunds for unused tour days.

Day Rentals / Short Tours: A 30% 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. A valid Visa or MasterCard is required for security/damage deposit of \$2500 for the duration of the rental. Minimum rental age is 19 years with a valid driver's license. We reserve the right to refuse rentals to anyone. Unless we are informed of your delay, snowmobiles 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.

Reservations can only be confirmed when a deposit payment is received. There are no refunds for unused tour or rental days.

**Booking procedure:** 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.**

Minimum age is 19years to ride one of our machines, 22years for rentals or 7years 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.

**Security deposit:** Valid Visa, MasterCard 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.*

## **Cancellations for tours and rentals**

We are returning to our standard cancellation policy for the 2022/23 season.

***We encourage all customers to purchase their own travel insurance, covering any COVID-19 related cancellations.***

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

### Cancellation charges for tour packages and multi-day rentals:

60-30 days: 30% of tour/rental charge (including upgrades)

29-8 days: 50% of tour/rental charge (min \$ 200)

0-7 days/no shows/unused days/early returns: 100% of tour/rental charge

### Cancellation policy for short tours and day rentals:

More than 72 hours before start time: 100% of payment refunded

Later than 72 hours before start time: No refunds

No shows/ unused days or early returns: No refunds

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](mailto:revelstoke@uniglobespecialty.com).

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. We will not be liable for any liquidated damages, consequential cancellation fees, rental charges, service charges, or any other consequential, compensatory charges.

## **Damage Insurance:**

You are responsible for the full amount (plus taxes) in damages to the machine per incident for tours and rentals. Optional insurance is offered for \$45 +tax per day per machine on rental bookings to reduce your deductible to \$2500 per incident. Insurance is included on tours with a deductible of \$1500 . This does not cover damages to the bulkhead and/or tunnel.

## **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.

## **Rentals**

**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 9.30am (aside from hourly rentals) 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 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 return:** are subject to a \$70 per hour (or ½ hour increments) charge. No overnight rentals.

## **Clients responsibility**

Minimum age is 19years to ride a machine, 22years for rentals or 7years 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.

All clients are required to read and sign a waiver of liability prior to departure.

A valid identification 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.

Damages to machines to the following amount: Rentals & Tours: up to the max deductible, unless 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.

### **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, 22years for rentals or 7years 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.)
- 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, towing or carrying passengers (unless the machine is designed for passengers).
- In other areas than Boulder Mt, Turtle or Frisby Ridge. Unless an off property rental agreement is signed.
- By anyone wearing ski boots. No refunds.
- Any intentional damages or damages resulting from prohibited use are not covered by our damage insurance.

## **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 avoidable. 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 when you are responsible, and for what damages. If you have any questions prior to taken a sled out, you must ask.**

You are responsible for full damages to the rental machine, unless you have purchased optional insurance.

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. Damages are settled each day with our tour and rental guests.

***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. It is in your interest to do this diligently. Upon return we will check the vehicle with you and evaluate any damage.

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

Parts: Part value plus labour. Shipping charges.

Scratches & damages on other parts that require no replacement:

A Min of 20% up to 50% of part replacement value.

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.

## **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, they will pay the correct amount or receive a refund.

## **Accommodations**

All tours utilize the fine facilities of Glacier House Resort located at the foot of the 3 prime riding areas, the lodge caters to outdoor enthusiasts from all over North America. Enjoy spacious fireplace rooms, cozy log chalets and modern facilities that include several hot tubs, an indoor pool, sauna, gift shop, and special drying room for winter clothing. Our shop offers sales of helmets, gifts, clothing, boots, gloves and more.

All our rates are based on double occupancy. Should you wish a single room, an upgrade fee applies, subject to taxes and charges.

## **Itineraries**

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

## **Meals**

All our multi-day tour packages include buffet breakfast and a packed lunch for the mountain. Dinner is not included but available to purchase a-la-carte at the Glacier House Resort restaurant or at many restaurants downtown. Please let us know of your special dietary requirements. Each of the complete riding days include breakfast and lunch on the mountain.

## **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 **Everything Revelstoke**. Several car rental companies are available at the Kelowna airport as well.

## **Machines**

Great Canadian Snowmobile Tours has a stringent maintenance programs 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.

## **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; in 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: Novice rider with limited experience. 50% trails and 50% alpine.

B-Level: Previous trail experience but no or limited mountain experience. 20% trails, 80% alpine

C-Level: Previous Mountain and deep snow riding experience. 100% alpine & challenging terrain.

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. Please note it is in the interest of guests to select a tour that fits their ability level. 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.

## **Riding a snowmobile**

Speed is controlled by a thumb activated throttle. Braking is done with one hand while steering takes place through a handlebar. Alpine snowmobiling also requires much steering by shifting the body weight and riders should be in good physical shape.



## Avalanche & Riding Safety

Please note that weather, snow, road and/or avalanche conditions may alter the riding programs and destinations. Multi-Day 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 shop.



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

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