

# BCMG

# Terms of

# Service

# 2024

## **PAYMENTS**

- A 50% DEPOSIT IS REQUIRED TO RESERVE ANY DATES.
- FULL PAYMENT MUST BE MADE TWO WEEKS PRIOR TO THE TRIP DATE.
- WHEN BOOKING A TRIP AND IT FALLS WITHIN THE TWO WEEK PERIOD FULL PAYMENT MUST BE MADE.
- BCMG WILL INFORM YOU OF ANY OTHER PAYMENT SCHEDULES TO MAINTAIN THE TRIP.
- BCMG WILL NOT ACCEPT ANY RESPONSIBILITY FOR ANY EXTRA COSTS THAT MAY BE INHERITED FROM THE ACTIONS OF ANY OTHER PERSONS AND/OR COMPANIES SUPPLYING GOODS AND/OR SERVICES TO TRIPS OR ANY FORM OF COMPLICATION OR PROLONGATION OF ANY TRIP FOR ANY REASON.

## **CANCELLATIONS AND REFUNDS**

### **IF BCMG CANCELS:**

- A TRIP FOR ANYTHING OTHER THAN EXTREME WEATHER OR EXTREME MOUNTAIN CONDITIONS YOU WILL RECEIVE A FULL REFUND.
- A TRIP BECAUSE OF EXTREME WEATHER OR VERY DANGEROUS MOUNTAIN CONDITIONS WE WILL:
  1. TRY OUR BEST TO MOVE THE LOCATION WITHIN REASON TO ACCOMMODATE THE TRIP AND ENSURE THE GOALS ARE STILL MET BY THE CLIENT. WE RESERVE THE RIGHT TO CHANGE LOCATIONS BECAUSE OF CONDITIONS WITHOUT A REFUND FOR YOUR SAFETY.
  2. WE WILL RE SCHEDULE THE TRIP DATE IF THE CLIENT AND BCMG ARE IN AGREEMENT.
  3. A 50% REFUND WILL BE ALLOCATED TO THE CLIENT IF NO TERMS ARE MET FOR MOVING LOCATIONS OR RE SCHEDULING AT A LATER DATE.

\*IT IS VERY RARE TO CANCEL A TRIP FOR THESE REASONS.

### **IF THE CLIENT CANCELS:**

- A TRIP OUTSIDE THE TWO WEEK FULL PAYMENT WINDOW THE CLIENT WILL FORFEIT THE DEPOSIT.
- A TRIP WITHIN TWO WEEKS OF THE TRIP THE CLIENT WILL FORFEIT THE FULL PAYMENT.

\*ALL CANCELLATIONS MUST BE RECEIVED IN WRITING AND CONFIRMED BY BCMG. \*AN ADMINISTRATION COST WILL BE WITHHELD FOR ANY FULL REFUNDS. \*SUBJECT TO CHANGE ON SPECIFIC TRIPS

\*BCMG WILL DO EVERYTHING POSSIBLE TO ENSURE A FULL REFUND WHERE APPLICABLE. WE UNDERSTAND THAT SOMETIMES THE UNFORESEEN HAPPENS. THIS COULD MEAN THAT IF YOU CANCEL A TRIP WE COULD ISSUE A REFUND IF WE HAVE FOUND OTHER WORK OR REPLACED YOU ON THE TRIP ON THE SAME DATES OR HAVE REPLACED YOU ON A COURSE AND THAT COURSE IS FULL.

### **COVID 19 CANCELLATION POLICY**

IF BCMG CANCELS A TRIP BECAUSE OF COVID 19 RELATED ISSUES WE WILL GIVE A FULL REFUND MINUS AN ADMINISTRATION FEE.

IF THE CLIENT CANCELS A TRIP BECAUSE OF COVID 19 RELATED ISSUES BCMG WILL GIVE A FULL REFUND IF THE CANCELLATION OCCURS MORE THAN TWO WEEKS PRIOR TO THE TRIP START DATE MINUS AN ADMINISTRATION FEE.

IF THE CLIENT CANCELS A TRIP BECAUSE OF COVID 19 RELATED ISSUES BCMG WILL GIVE A 50% REFUND IF THE CANCELLATION OCCURS 7-14DAYS PRIOR TO THE TRIP START DATE.

IF THE CLIENT CANCELS A TRIP BECAUSE OF COVID 19 RELATED ISSUES BCMG WILL GIVE NO REFUNDS IF THE CANCELLATION IS WITHIN 7 DAYS OF THE TRIP START DATE.

**CANCELLATION INSURANCE** BCMG RECOMMENDS THAT YOU OBTAIN CANCELLATION INSURANCE FOR ANY TRIP BOOKED. MANY CREDIT CARDS MAY OFFER INSURANCE.

CONTACT YOUR CREDIT CARD COMPANY FOR INFORMATION. . ONE EXCELLENT PROVIDER OUTSIDE OF CREDIT CARDS IS TUGO.

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**MOUNTAIN RESCUE AND MEDICAL INSURANCE** ALL CLIENTS MUST OBTAIN PERSONNEL MEDICAL AND EVACUATION INSURANCE THAT PERTAINS TO THEIR SPECIFIC TRIP AND LOCATION. ENSURE THAT YOU PROVIDE THE RELEVANT DETAILS OF YOUR TRIP SUCH AS ROPED CLIMBING OR BACKCOUNTRY SKIING TO GET THE PROPER COVERAGE.

**FOR EVACUATION:**

- ALL ALBERTA PROVINCIAL LANDS WILL PROVIDE FREE EVACUATION.
- ALL CANADIAN NATIONAL PARKS WILL PROVIDE FREE EVACUATION WITH NATIONAL PARKS PERMIT(REQUIRED BY EVERYONE TO ENTER THE PARKS).
- BC AND INTERNATIONAL TRIPS: RESCUE INSURANCE IS RECOMMENDED. THERE MAYBE INHERITED COSTS WITH MOUNTAIN RESCUE WITHIN BRITISH COLUMBIA AND INTERNATIONAL DESTINATIONS.

\* IT IS UP TO YOU TO ENSURE THAT YOU HAVE THE PROPER MEDICAL COVERAGE FOR ANY TRIP AND DESTINATION. \* CANADIAN CITIZENS MUST LOOK INTO THEIR PROVINCIAL HEALTH CARE TO ENSURE THAT YOU ARE COVERED OUTSIDE YOUR PROVINCE. \* IT IS UP TO YOU TO ENSURE THAT YOU HAVE THE PROPER EVACUATION COVERAGE FOR ANY TRIP AND DESTINATION.

**RISK AND WAIVER OF LIABILITY** WITH ANY MOUNTAIN ACTIVITY THERE IS ASSOCIATED RISK. PLEASE READ OVER THE **WAIVER OF LIABILITY** BEFORE THE TRIP DATE. YOU WILL NEED TO SIGN THIS WAIVER OF LIABILITY ON THE FIRST DAY OF ANY TRIP. BY SIGNING THIS WAIVER OF LIABILITY YOU WILL WAIVE AND/OR GIVE UP SOME LEGAL RIGHTS AS WELL AS THE RIGHT TO SUE AND/OR CLAIM COMPENSATION FOR ANY REASON.

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