

TERMS & CONDITIONS

By accessing, browsing, using and/or completing a reservation you acknowledge and agree to have read, understood and agreed to be legally bound to the terms and conditions set out below. No contract between the customer and Alaska Packraft School exists until full payment is received and registration confirmed.

We reserve the right to alter itineraries & course venues when necessary- this is often due to current water levels, severe weather or student/group ability. This is at the discretion of the instructor with intent to offer the most appropriate learning environment. Participants are notified ASAP when these changes are made.

CANCELLATION POLICY:

Payment is required in full to reserve a space in a trip or course.

Please note that Alaska Packraft School is a small business; our income season is short and relies on course and trip bookings to operate- this is how I (Jule Harle) earn a living. I'm not trying to take your money, but run a business and make these courses/trips available to as many people as possible. Courses & trips have limited space & are often waitlisted- it really sucks when you cancel last minute while a dozen other people were also interested in your spot, but were turned away.

Booking courses & organizing participants takes a lot of time on my end. When you cancel a trip, I will try my best to fill your spot. **If you cancel & your spot is filled, expect a full refund to be issued, minus a \$50 booking fee.** Efforts will be made to refund in whatever the original payment method was (check, cash, credit card, venmo, etc) whenever possible. Consider trip insurance if this cancellation policy concerns you.

In the event we cannot fill your spot, cancellation policies are as follows:

- Cancellations made before 30 days of course/trip start date will be given a full refund, minus \$50 booking fee.
- Cancellations made before 14 days of course/trip start date will be given a 50% refund, minus \$50 booking fee.
- Cancellations made before 7 days of course/trip start date will be given a 75% refund, minus \$50 booking fee.

- Cancellations made less than a week before course/trip start date will not be refunded.

“Random acts of God” exemptions are made & are reviewed on a case-by-case basis. Again, I’m a human running a small business. I’ll try to meet you where you’re at, while making my own ends meet as well.

Many people ask or inquire if they can “transfer” their course cost to another trip. This is another option, but we can only accommodate a full transfer with your payment *if we can fill your space in the course you cancelled*. Even so, a \$50 transfer fee will be applied (as this too, takes considerable time & energy to re-schedule and re-book)

COVID POLICY: Cancellations due to COVID are the same as listed above, HOWEVER COURSE COST CAN BE APPLIED TO A FUTURE TRIP/COURSE if we cannot fill your space. That means, the money you paid can be applied for a course/trip within the following 365 days- minus \$50 booking fee. Proof of a positive COVID test is required for course/trip payment to be considered for transfer.

RENTAL POLICY:

Refer to gear list & rental prices. We assume normal wear & tear on gear that is rented/borrowed, hence the fee in addition to course/trip prices- *Alaska Packraft School will not charge you for normal wear and tear or if gear happens to fail/break/malfunction while in your possession within a reasonable realm*. We only issue quality gear that is appropriate/fit for participant needs and expect it to do it’s job. (ie: we would not charge you for a broken paddle if you issued a paddle with a splinted shaft or you were to report that your drysuit was leaking, or your boat received a small puncture would from a river rock, etc)

However, if an item is severely damaged due to negligence or lost/stolen when in your possession, you are responsible for the cost of repair or replacement of that item. Examples: gear loss due to theft, gear loss due to improper attachment to boat, loss of paddle from a swim, punctured boat from personal gear: rescue knife, etc.

Credit card information is required for gear rental.

