HOW TO RESERVE YOUR TRIP

Reserving your adventure with Spirit of the West Adventures is simple. Just call 1-800-307-3982 to speak with one of our friendly and helpful office crew, e-mail your request to [**info@kayakingtours.com**](mailto:info@kayakingtours.com) or reserve your trip on the web through our [**online reservation request system.**](https://www.kayakingtours.com/booking-info/kayaking-reservations/)

If you’re not sure if a particular trip is right for you or you’re looking for more information, let us know and we would be happy to answer your questions or put you in touch with a past guest who has experienced the trip before.

To reserve space on our tours we ask for a deposit as well as a completed reservation form. We require a deposit of 25% on all tours.

Payment can be made by cheque, money order, Visa, MasterCard, or Interac e-Transfer; any processing charges or fees are your responsibility.

PAYMENT SCHEDULE

A deposit to reserve your space on a tour is due at time of booking. The balance of your trip cost is due 90 days prior to departure. For your convenience, with your authorization, we automatically charge your credit card when the balance is due unless otherwise arranged.

PRICING

All tours which take place in Canada are priced and charged in Canadian dollars; tours to Chile, the Bahamas and Greenland are priced and charged in US dollars. Any foreign currency pricing is only approximate. It is your credit card company or bank who determines your exchange rate on the day your transaction takes place. Pricing is subject to change.

For all Canadian tours there is an additional 5% Goods and Services Tax (GST). Tours that take place outside of Canada are not taxed. Non-tour add-ons (equipment rentals, merchandise) must be charged both 5% GST and 7% PST. All tours are also subject to a non-taxed voluntary $20 per person sustainability fee which is donated to research and conservation organizations that work in the areas where we operate.

CANCELLATION POLICY

Please understand that our trip dates and capacities are limited, and when we accept your reservation we may be turning others away from booking that trip. If you find it necessary to cancel your tour, please let us know as soon as possible. No refunds are given once tours have departed. Spirit of the West Adventures Ltd is not responsible for any additional costs that may arise in the event of a trip alteration or delay caused by circumstances beyond our control. To avoid confusion we require written notice of cancellation, by email or mail. The following fees will apply to cancellations and are calculated as of the date we receive your written cancellation notice, which can be sent by email, or standard mail.

**Canadian Tours: If you must cancel your tour, your refund is as follows:**

* Earlier than 90 days before trip – Full amount is refunded less a $150 administration fee.
* 89-30 days before trip – 50% of total tour price is refunded.\*
* Later than 30 days before trip – No refund will be given.\*

**International Tours: If you must cancel your tour, your refund is as follows:**

* Earlier than 90 days before trip – deposit is refunded less a $250 administration fee and the guest is responsible for any costs incurred for cancelling any additional tours or travel arrangements. If we have had to turn customers away, the entire deposit is retained.
* 90-60 days before trip – 50% of total tour price is refunded.\*
* Less than 60 days before trip – No refund will be given.\*

\*If we can find someone to fill your space, you may be eligible for a partial refund.

We strongly recommend that all guests purchase travel insurance, including **interruption, cancellation and medical coverage** to cover costs associated with your travel in case of unforeseen circumstances (travel insurance is mandatory for all Chile and Bahamas tours). Spirit of the West Adventures Ltd. is not responsible for ensuring the appropriate level or amount of coverage is purchased. Please contact your travel insurance provider to ensure you have appropriate coverage for your entire trip. If you use a credit card for payment for your tour expenses, you may have trip interruption insurance as part of your card benefits. This coverage, however, is often a limited dollar amount and does not usually include cancellation or medical coverage. Please check with your specific card provider to ensure you are adequately insured. Personal equipment, baggage and valuables (cameras, electronics, jewellery, etc.) are carried entirely at the owner’s risk. Spirit of the West Adventures Ltd. is not responsible for lost, damaged or delayed property.

Spirit of the West Adventures Ltd. reserves the right to cancel any trip prior to departure for any reason whatsoever, including insufficient bookings, safety threats including natural disasters, political instability, terrorism or logistical problems that may impede trip operations.

If we have to cancel a tour due to insufficient bookings, you may choose between an alternate trip or a full refund. We will inform participants of cancellations due to insufficient bookings no later than 60 days prior to the tour. If the alternate trip chosen is of a lower value than the originally booked then you are entitled to a refund of the difference. If the alternate tour chosen is of a higher value then you will pay the difference in price.

If a tour has to be cancelled due to circumstances beyond our control, i.e. political instability, natural disasters, labour strikes etc., there will be no refund from Spirit of the West Adventures Ltd. Please contact your travel insurance provider for details on how to start a claim. Spirit of the West Adventures Ltd. is not responsible for expenses incurred by trip participants in preparing for a cancelled trip (for example non-refundable advance purchase plane tickets, visa fees, inoculations, equipment etc. or for any additional arrangements for other travel plans associated with this tour.) Spirit of the West will make every reasonable effort to contact you as soon as it appears that a trip may be cancelled.

TRIP PREPARATION

Once you’ve made your choice and sent in your deposit, we’ll send you a detailed document that includes everything that you will need to prepare for your tour including an itinerary, packing list, transportation options, directions, meeting times and frequently asked questions. For international tour destinations, we include information about issues such as passports, visas, immunizations and currency exchange. All you need to bring is your passport, a sense of adventure, your clothing and personal items. Let us know if you’re planning a birthday or anniversary trip. We’ll pack a surprise!

DIETARY RESTRICTIONS AND ACCOMMODATIONS

Each participant is required to fully fill out the medical form and liability release form. Spirit of the West Adventures Ltd. must receive the medical form at least 30 days prior to tour departure. Please read and understand the liability waiver upon registration. You will be asked to sign the waiver in person on your arrival and before tour departure.

We need to know as soon as possible about any dietary requirements we should consider when planning your trip menu. If you have food allergies or restrictions, we will do our best to accommodate your needs. However, people with severe food allergies may need to supply some or all of their own food as we can’t entirely mitigate the risk of cross-contamination. Additionally, some specific needs can only be met if we charge you a supplemental menu fee to cover our increased costs.

Please note we are not a peanut- or nut-free facility. On Chile and Bahamas tours the availability of ingredients or restaurant kitchens outside of our control may limit the type of dietary accommodation we are able to offer.

**Note**: Pending a detailed discussion about a guest’s specific dietary requirements, Spirit of the West Adventures may determine that a person with severe allergies is not suitable for our adventures due to the constraints of preparing food for groups of people in a wilderness setting.

MEDICAL AND RISK ACKNOWLEDGEMENT/ LIABILITY RELEASE FORMS

Each participant is required to fully fill out the [**medical form and liability release form**](https://www.kayakingtours.com/tour-packages/). Spirit of the West Adventures Ltd. must receive the medical information form at least 30 days prior to tour departure.

Please read and understand the liability waiver upon registration. You will be asked to sign the waiver in person on your arrival and before tour departure.

GUEST RESPONSIBILITY

Although no previous kayaking experience is required on our tours, as with any adventure there is always an element of risk. While our trips are not considered to be overly strenuous or physically demanding, we do require a moderate level of fitness and good general physical condition. If you have any physical limitations or concerns, please let us know. As we are not qualified to evaluate your level of fitness we ask that you (possibly along with your doctor) determine whether or not you are able to join one of our adventures. If you have any special medical conditions, we encourage you to check with your doctor before you reserve your trip. Please also note that all of our tours take place in remote areas and evacuations can take a great deal of time and can be expensive. Persons with various disabilities are welcome on Spirit of the West tours, pending a discussion of any special needs and requirements.

You must also acknowledge that travel with Spirit of the West Adventures Ltd. requires a degree of flexibility and understanding that the trip’s route, itinerary, accommodation and modes of transport are subject to change without prior notice due to local circumstances. While traveling with Spirit of the West Adventures Ltd. you agree to accept the authority of the leader at all times. You need to be aware that group travel may involve compromise to accommodate the diverse desires and abilities of group members. We just ask that you welcome your adventure with an open mind and be able to laugh and have fun when encountering the unexpected. Spirit of the West is dedicated to providing safe, environmentally sensitive, well-organized, fun-filled adventures.

PASSPORTS AND VISAS

You must carry a valid passport and/or necessary documentation and have obtained the appropriate visas when travelling with Spirit of the West Adventures Ltd. Please ensure your passport is valid for 6 months beyond the duration of your trip. It is your responsibility to ensure that you are in possession of the correct visas for your travels. Spirit of the West Adventures Ltd. does not accept responsibility if you are refused entry to a country because you lack the correct documentation or the authorities deem you unsuitable for entry.

ACCOMMODATIONS ON TOUR

Spirit of the West Adventures Ltd. will do our best to make you comfortable and feel at home on your tour.

**Canadian Tours:** Keep in mind that our [**sea kayaking tours**](https://www.kayakingtours.com/kayak-trips/) are a true wilderness experience that can involve camping in established and non-established sites with minimal facilities and rustic surroundings. This is all part of what we call an adventure! Tenting and lodging is generally based on double occupancy, however if you are traveling solo we do our best to provide you with your own tent or a suitable tent partner.

**International Tours:** Hotel portions of tours are based on double occupancy. If you prefer a single room there is an additional $100 night single supplement charge. Availability of single rooms may be limited. Single accommodation on the mothership in Chile is not possible. All tenting is also based on double occupancy, however if you are travelling solo we do our best to provide you with your own tent or a suitable tent partner.

TIPPING

Gratuities are always appreciated. If you feel the guides and crew have done an exceptional job, tipping is a great way to show your appreciation. We also appreciate other expressions of thanks including cards, letters etc.

STORAGE OF PERSONAL AND FINANCIAL INFORMATION

Due to the nature of our services, it is necessary to collect and store a certain amount of personal and financial information. By providing us with address, personal and financial information, you consent to the storage of this information for a period of time deemed appropriate by Spirit of the West Adventures Ltd. Personal information includes, but is not limited to, your first name, last name, phone number, email address and billing address. Financial information includes, but is not limited to, your card account number, card expiration date and cardholder name. Spirit of the West Adventures Ltd. is PCI compliant and is committed to ensuring the safety of your information.

PRIVACY POLICY

Spirit of the West Adventures occasionally sends out an e-newsletter and occasionally area- or activity-specific news that we think you’ll want to hear about. We will NEVER sell or share your email address with any third-party company (unless it is for the purpose of coordinating trip logistics, for example booking airline tickets). You can unsubscribe at any time by emailing or clicking on the links in newsletters. See our [**privacy policy**](https://www.kayakingtours.com/privacy-policy/) for more details.

PHOTOGRAPHIC RELEASE

Spirit of the West Adventures Ltd, reserves the right to take photographic or film records of any of its tours. Trip members should be aware that Spirit of the West Adventures Ltd. may use these photos or film for promotional and or commercial purposes without remuneration to the trip participants.