

Access WILD tries to make it as easy as possible for you to book a trip with confidence. The safety of our trip participants is always our number one priority.

### **Booking Terms and Conditions**

The following terms and conditions apply to all trips offered by Llama Adventures Unlimited, LLC (doing business as Access WILD, AW for short). Receipt of a deposit and/or final payment is an acknowledgment that a participant has read and accepts the deposit, cancelation, refund, and responsibility clauses of any AW trip.

AW trips are priced according to the maximum number of full-price participants; trip prices are quoted and listed per person and day. Trip inclusions and exclusions are listed in the detailed trip itinerary. Trip price and duration never change once a participant registers or unless mutually agreed to by both a participant and AW.

AW shall not be liable for expenses such as additional hotel nights and meals not specified in an itinerary, but that may be required to get to or from a trip start or end, and due to the delay of a trip for any reason e.g., bad weather, trail conditions, landslides, sickness, and resulting from recovering luggage lost by airlines or belongings left behind on a trip.

### **Booking and Payment**

When booking a *multi-day trip* (which includes overnight camping), AW requires a 10% non-refundable deposit per participant of the trip price within 10 days of booking to secure a reservation. This deposit is applied in full to the final trip price. Full payment is due 45 days prior to a trip departure date.

When booking a *day-hike* (which does not include overnight camping), AW requires a 50% deposit at the time of booking. Final payment is due no later than on the day of the day-hike. A day-hike booked within 48 hours must be paid in full.

Final acceptance of a participant on any AW trip is subject to receiving all required and completed forms and payments. Non-payment of a balance is treated as a cancelation and any deposit is forfeited.



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## Cancelation & Refund Policy

AW understands how disappointing it is to have to cancel a trip. AW's cancelation and refund policy attempts to strike a reasonable balance. All cancelations must be made in writing to AW at the following address: 2025 Oro Fino Gulch, Helena, Montana 59601 - USA or emailed to [thomas@accesswild.com](mailto:thomas@accesswild.com)

If canceling or leaving a trip for any reason, the following cancelation and refund policy applies:

- ❑ Multi-day trip For all cancelations more than 45 days prior to the departure, a full refund of the trip price minus the non-refundable deposit is issued. For cancelations 31 to 45 days to departure, a 50% refund of the trip price minus the non-refundable deposit is issued. For cancelations inside of 30 days, both deposit and payment are forfeited, and neither refund nor credit is issued. If a canceled trip is resold by AW, then a full refund is sent minus a fee of \$100.00 per person. In the case of cancelation by a participant, both deposit and final payment may be transferred to another participant for the original dates of a trip if facilitated and arranged by the canceling participant.
- ❑ Day-hike For all cancelations more than 45 days prior to departure, a full refund of the trip price including the deposit is issued. For cancelations inside of 3 to 30 days to departure, a 50% refund of the trip price including the deposit is issued. For cancelations less than 72 hours, both deposit and payment are forfeited, and neither refund nor credit is issued.

No refunds are made for no-shows or for any unused trip portion. A deposit transferred from one trip to another is conditional upon available space. In the event of a transfer from one trip to another, AW must receive notification in writing. All payments may be transferred to a trip departing no later than one year from the time of transfer. Any trip credit is non-refundable.

## Trip Itinerary Changes

Adventure travel is inherently difficult to predict and AW must maintain some flexibility to adjust a trip as deemed necessary. At its sole discretion, AW reserves the right to change the itinerary and staffing prior to and during trips to improve trip quality and/or to accommodate participants. If it is necessary to change trails, routes, and campsites, AW tries to substitute a trip at the same level of quality if possible. Should the number of participants fall below a certain number, some services may need to be adjusted consistent with that of smaller group size. AW is not responsible for any loss, injury, death, or inconvenience due to delay or change in schedule.

AW reserves the exclusive right to change guides to others of similar competence and capacity any time before the trip without any obligation to serve advance notice to participants.



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### **Trip Cancellation by AW**

AW reserves the right, at its sole discretion, to cancel any trip prior to departure. In that event, a full refund of the total payment including any deposit constitutes full settlement.

AW shall not be liable for any nonperformance or delay in performance caused by any act or event beyond its reasonable control including, but not limited to, campsite availability, public health emergencies such as epidemics and pandemics, strikes, force majeure, civil disturbances, or other acts or orders of any court, government, or governmental agencies, or environmental disaster such as fire, flood, earthquake, hurricane. In such an event, a participant receives trip credit equal to the amount paid if no alternate trip is available. AW is not responsible for expenses incurred by a participant in preparing for a canceled trip e.g., non-refundable advance purchase air tickets. The refund shall release AW from any further liability.

### **Medical, Travel, and Trip Insurance**

AW strongly encourages participants to obtain adequate cancellation and trip interruption insurance to protect payments should the need arise to cancel or should the trip become inoperable. Note, that both the deposit and the final payment become non-refundable by a certain time (see cancellation & refund policy). AW suggests consulting a reputable company to research and obtain travel insurance. All medical, travel, and trip insurance companies are third-party service providers. In light of COVID-19, it is important to read and research all trip insurance policy details to fully understand coverage.

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*(Updated: May 15, 2022)*