



Canada West Mountain School

Experts in adventure since 1982

www.themountainschool.com

Cancellations and Transfers Policy

Please read the following Policy for Cancellations and Transfers carefully prior to booking your program! **We recommend purchasing optional 3rd party Trip Cancellation insurance** to protect your investment with us in case unforeseen events cause you to be unable to attend a program you are registered in.

Programs 3 days or LESS in length

- Cancellations, transfers and date-changes are **allowed up to 14 days** before the first day of the program. A \$30 administration fee will apply for each registered person.
- Cancellations made **14 days or less** before the first day of the program are not eligible for transfer or refund.
- Participants may replace themselves with another person with no cost, provided the new participant meets all pre-requisites for the program.

Programs 4 to 13 days in length:

- Cancellations, transfers and date-changes are **allowed up to 30 days before** the first day of the program. A \$75 administration fee will apply for each registered person.
- Cancellations made **30 days or less** before the first day of the program are not eligible for transfers or refunds.

Programs 14 days in length or MORE:

- Cancellations, transfers and date changes are **allowed up to 90 days before** the first day of the program. A \$100 administration fee will apply for each registered person.
- Cancellations made **between 90 days and 60 days** before the first day of the program will receive 50% of the program fee refunded.
- Cancellations or transfers made **60 days or less** before the first day of the program are not eligible for refunds.

Custom Programs and Expeditions:

- Each Custom Program and Expedition will have separate cancellation policies - please ensure you discuss this with our staff at the time of the booking

COVID-19 related cancellations:

Any participant who has tested positive for Covid-19 within the 14 day period prior to the start of their program will be asked to postpone their participation. A full credit for the value of the program will be offered for the participant who has tested positive and needs to cancel a program date as a result.

*** IMPORTANT NOTES:**

- *Participants may replace themselves with another participant, with no added fees (program prerequisites apply)*
- *CWMS reserves the right to cancel programs at any point, in which case all fees collected will be refunded.*
- *CWMS is not responsible for any expenses resulting from canceled programs, regardless of reasons for cancellation.*
- *CWMS reserves the right to waive all or part of the above noted fees and restrictions.*

Canada West Mountain School

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