

Policies and Disclaimers

Thank you so much for choosing Alaska-Wildlife-Guide LLC.

RESERVATIONS

The information you provide us with helps process your reservation in a timely manner. A final confirmation of service will be sent back to you as soon as possible. If for any reason, we are unable to confirm your reservation as originally requested, we may suggest an alternative tour for your approval.

TOUR AVAILABILITY

For most of our tours a minimum of guests are required. If minimum is not reached, we offer alternative days/ dates. The tour will be cancelled, if alternative dates are not acceptable, in which case we will refund our guests.

CHECK INN

As we pick up guests at different locations, customers are asked to contact Alaska-Wildlife-Guide LLC one or two days prior the tour date so we may provide you with exact departure times.

FORMS OF PAYMENT

To confirm any reservation, your full payment is required.

We only accept credit card payments as form of payments. Please provide credit card information (MASTERCARD/ VISA or DISCOVER), including name as it is on the card, card number, expiration date, 3-digits security code on backside, billing zip-code and email address.

We also offer an online booking system.

CANCELLATION/ REFUND POLICY

All tours are non-refundable.

We are aware that sometimes urgencies and illness prevent our customers to take the tour. In this case we highly recommend to our customers to buy a travel insurance.

NO SHOWS/ UNUSED SERVICE/ LATE SHOW UP

Punctuality is extremely important when traveling with a group. Our waiting policy at pick-up is 15 minutes. If guests do not arrive within that time it is considered a no-show and no refund will be given. This policy pertains to all our tours, including tours beginning from our property.

Any pre-booked/ reservation service not checked-in for is considered a no-show and no refund will be issued.

Any reservation not used/ claimed is non-refundable.

Alaska-Wildlife-Guide is not responsible for missed appointments.

CANCELLATION PROMPTED BY ALASKA-WILDLIFE-GUIDE LLC

Guest's safety is our major priority, hence we reserve the right to cancel or alter any itinerary as conditions require. Any changes made will be in the interest of Alaska-Wildlife-Guide LLC passengers or as a result of circumstances beyond Alaska-Wildlife-Guide LLC control. In case of a full cancellation we will refund 100%. In case of a partially

cancellation we will do a partial but fair refund.

OUTSIDE SCOPE OF ALASKA-WILDLIFE-GUIDE LLC LIABILITY

Alaska can and is dangerous. Alaska-Wildlife-Guide LLC will not be responsible for any injuries, illnesses or death to any and all Alaska-Wildlife-Guide LLC passengers, including allergic reaction to any substance or food. Alaska-Wildlife-Guide is not responsible for missed reservations, nor lost, stolen or damaged property of Alaska-Wildlife-Guide LLC or any passenger accompanying Alaska-Wildlife-Guide LLC.

ALASKA LAW

Alaska-Wildlife-Guide LLC are required to comply with all Alaska State laws and regulations, i.e. no under age drinking (21 is Alaska's drinking age).

PRICES

Prices and information are subject to change without prior notice! Whenever possible, changes to programs, errors or rate changes after publication are posted on our website. Once reservations are confirmed prices are guaranteed.

CLOTHING

Alaska weather can be very unpredictable regardless of season. It's the guest's responsibility to wear adequate clothing. We recommend dressing in layers. Dress for comfort and safety – not for show.

TOUR VAN/ SMOKING/ RESTROOMS/ SEAT ROTATION

Alaska-Wildlife-Guide LLC is mostly using comfortable 10-passenger vans. For safety reasons all vans are equipped with CB-radio and on most of our tours with Satellite phone as well.

Smoking is not permitted on the motor-coach, but we do have timely rest stops.

Rest breaks – Rest breaks are planned for your benefit and comfort.

Safety first – Each person must be seated before the van can proceed. We request that you always remain seated and buckled in for your personal safety.

Trip courtesies – To provide a comfortable tour to everyone, we ask for seat rotation throughout the day. Each guest is solely responsible for their personal behavior and actions.

FLIGHT SEEING TOURS

Requirements for flight seeing tours are different from our ground tours. At time of booking customer will receive detailed information.