



Cancellation and Refund Policy

Refunds will be honored for cancellations more than 48 hours prior to guided adventure start time. Refunds will be honored for cancellations more than 14 days prior to course or camp start time. An administrative fee of 10% will be assessed for all cancellations.

All activities are Rain or Shine. In case of operator cancellation due to adverse or unsafe conditions prior to start time, first the operator will attempt to reschedule. If rescheduling is not possible, the client will receive a full refund. Operator, including guides in the field, reserve the right to shorten or reroute activity in the case of unmanageable hazards or inability of guest to complete the objective. Completion of objective-based routes is not guaranteed.

Due to the high demand for our **Avalanche Education Courses**, we require 14 days advance notice of cancellation. This allows us the time to contact those who have been put on the waitlist. If you need to cancel within the two-week period, and we are able to fill your spot, we will refund your payment less a \$50 administrative fee. If we cannot fill your spot, you will be charged the full amount. Notice of cancellation more than 14 days in advance will receive a full refund less a 10% administrative fee.

Contact us by phone (970) 423-2295 to cancel or inquire about a cancellation.

No-shows will be charged the full price.

Liability Waiver, Health History Questionnaire & Emergency Contact Policy

Colorado Adventure Guides is committed to the safety of our guests. Our guides are trained to recognize potentially hazardous situations in the backcountry; they plan and operate accordingly. Due to the inherently dangerous nature of some outdoor recreation activities in the backcountry, all participants must sign a liability waiver. All participants under the age of 18 must have a liability waiver signed by a parent or legal guardian. In addition to this form, a health history questionnaire must be filled out for each participant. Again, all participants under the age of 18 must have the health history questionnaire filled out and signed by a parent or legal guardian. The failure to disclose pertinent information on the health history form could result in serious harm, even death, to the signing participant, other guests and/or the guide. All information submitted is completely confidential; it is for the guide's use and would only be shared in the event of an emergency with medical and/or rescue personnel directly caring for the guest. It is Colorado Adventure Guides' policy that all Emergency Contacts be a person over the age of 18 and **not** participating in the same guided trip or course.

Colorado Adventure Guides is committed to sustainability. CAG provides both the Liability Waiver and Health History Questionnaire as paperless documents, which can be signed electronically. Links to both forms can be found on our website under the "More" tab at the top, then click the "Forms" link.

Two Person Minimum Policy

The following programs require a minimum of 2 registered participants: **Backcountry Ski / Splitboard courses, Rock Climbing courses, Mountain Biking courses, Youth Dirt Camp, Youth Rock Camp, and Youth Multi-Sport Camps**. If, two weeks prior to the course/camp the number of participants drops to 1, the course may be cancelled. At this time, the single remaining participant will be notified and moved into *Option* status. At this point, Colorado Adventure Guides will continue to try to add participants to confirm the course. If that is not possible, CAG will cancel the course. Whenever possible, the remaining participant can be moved into another confirmed course at another date/time. The participant will be given the option to keep the original date by upgrading to private instruction (see rates), or receive a refund.



Rescheduling Policy

Rescheduling will be honored 48 HOURS PRIOR to guided adventures and 14 DAYS PRIOR to any course or camp start date. An administrative fee of 10% will be assessed for all rescheduling. This allows us the time to contact those who have been put on the wait-list. If you need to cancel within the two week period, and we are able to fill your spot, we will refund your payment less a \$50 administrative fee. If we cannot fill your spot, you will be charged the full amount. Notice of cancellation more than 14 days in advance will receive a full refund less a 10% administrative fee.

No-shows will be charged the full price.

Contact us by phone (970) 423-2295 or info@coloradoadventureguides.com to inquire about a cancellation or reschedule.



Local Discount Policy

We greatly appreciate the business from our local guests. To protect this discount program for high country locals, proof of year-round residency or employment will be required. We consider the high country to be Summit, Eagle, Park and Lake counties. Local Discount must be applied at the time of booking.

Preparedness Policy

At Colorado Adventure Guides, our staff is happy to help in every step of preparation for your adventure. We ask our guests to come ready for the activity when the day comes. If you are bringing and using your own equipment (skis, bikes, climbing gear, etc.), please make sure it is in working condition when you arrive. We are happy to suggest retail and tune shops for you to get your gear in order prior to your outing. If you will require a rental, please coordinate with us ahead of time. We partner with rental shops in the county and we will do our best to meet your needs. Rental gear from a partnering shop is not included in the price of your activity and will require a separate liability waiver.

Groups and Events

Groups larger than 6 participants may require a special contract and pricing. Under most circumstances, a 50% non-refundable deposit will be due upon contract signing, and the remainder will be due no later than 14 days before adventure/event. Contact Scott Mahoney for questions regarding large groups, events, special contracts and pricing: scott@coloroadventureguides.com.