



## **TERMS AND CONDITIONS OF BOOKING**

In this policy the letters 'HPG' refers to Hokkaido Powder Guides.

### **Booking and Payment**

In order to book a place on a trip you will be required to submit an individual information form and send a deposit of 20% of the total price of the trip together with a signed Terms and Conditions of Booking form and waiver form. Once your booking is accepted you will be sent a confirmation invoice. The balance of your payment will be due 60 days before the departure of the trip. If the reservation is made within the 60 days then the full balance of the trip will be due. If any outstanding balance is not paid within this time then HPG reserves the right to cancel your booking.

### **Cancellation Charges**

Any cancellations on the part of the client must be made in writing and the charges will be determined by the date of the cancellation. The client also agrees to pay for the return remittance fees. The schedule of these charges is as follows:

- Loss of the deposit when cancellations are made more than 60 days before the trip departure.
- 70% of the total price of the trip when cancellations are made 31 to 60 days before the trip departure.
- 100% of the total trip price for any cancellations made within 30 days prior to the trip departure.

It is a requirement for all clients to provide evidence of travel insurance for the trip within 14 days of making the booking.

HPG reserves the right to cancel a scheduled trip due to unforeseen circumstances. If this should occur the client can either choose between a full refund or a place on another scheduled trip. If the price of the original trip is higher than the alternative trip then HPG will refund the client the difference. If the client's original trip price is lower than the alternative trip price, the client will be responsible for paying the balance.

### **Trip Guides/Laws**

The guide will ensure the safety and welfare of the clients on the trip at all times and therefore their decision will be final on all matters. If in any circumstance the client refuses to co-operate with the guide on any matter, or abide by the laws of Japan, the guide can dismiss the client from the trip and they will forfeit the right to any refund.

### **Changes to Advertised Itinerary**

Changes may occur to the itinerary due to unforeseen circumstances such as local events. The order of the days in the advertised itinerary may also change due to weather or any other circumstances.

Clients are permitted to make changes to their itinerary, including transferring from one trip to another when it is more than 60 days prior to the departure of their trip. If a transfer is made then HPG reserves the right to charge an administration fee of 10% of the price of the original booked reservation.

### **Claims and Complaints**

If a client has a complaint they must inform the guide while on the trip so HPG has a chance to rectify the situation. Any further claim or complaints must be made in writing and submitted to HPG no later than 30 days after the trip and we will do our best to resolve the situation satisfactorily.

### **Liability**

All services and arrangements made by HPG are made on the condition that HPG will not be held responsible for any injury, death, loss, damage or irregularity which may occur through acts of carrying out the service or arrangements. We will not accept liability for circumstances outside our control such as robbery, sickness, wars, riots, strikes, delays or other unforeseeable or unavoidable occurrences.

### **Travel Documents**

Clients agree to have a valid passport and necessary visas for traveling. HPG does not assume responsibility for securing any of these documents and any advice given on the part of HPG is done in good faith.

### **Photographic Release**

Clients agree to permit HPG and other guest to take photographs and film of the trip. Clients understand and agree that the photos and film may be used for commercial or promotional purposes.

### **Equipment**

Clients agree to treat any rental equipment as if it were their own, and if damaged or destroyed will agree to be responsible for the equipment cost, including any costs for shipping.

I have read this document and understand that it is a release of all claims which are binding on myself, my heirs, members of my family, personal representatives and assigns. I understand that I am assuming all the risks associated with international travel, skiing and snowboarding. I accept all the above provisions.

Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Date \_\_\_\_\_