

ACC Camp Registration, Payment & Cancellation Policies

To ensure that your registration is processed in a timely manner, please make sure that you carefully follow all of the steps outlined below. Failure to follow each of these steps may result in delays, and your registration may be cancelled.

All registrations will be processed in the order in which they are received.

Registration Procedure

In order to ensure the safety, comfort and enjoyment of everyone who participates in our camps, the Camp Guide and/or the Camp Manager will review applications prior to registration. If you are interested in registering for a specific camp:

1. Contact the Mountain Adventures Coordinator at the national office to ensure that there is a space available on your chosen camp.
2. Complete the application form and email it to the Mountain Adventures Coordinator at adventures@AlpineClubofCanada.ca. If you cannot download the form from the ACC website, contact the Coordinator to arrange another method of receiving the form (phone 403-678-3200, ext. 112).
3. Once your application has been received, the National Office will forward it to the Camp Guide and/or Camp Manager for review and approval. As our Guides and Camp Managers live in various locations around the country, your application will be reviewed more quickly if you submit it electronically.
4. Upon approval of your application, you will be tentatively registered in the camp and notified by the Mountain Adventures Coordinator. **Within 14 days of approval notification, the ACC needs to receive from you:**
 - the signed Registration Confirmation Contract
 - purchase of or confirmation of your cancellation insurance (or your signature on the Contract that you are declining cancellation insurance)
 - the signed ACC Waiver of Liability
 - your deposit

Please note that you will be removed from the camp registration list if we do not receive all of these documents, etc. within 14 days of your attendance approval notification.

Please seriously consider protecting yourself with cancellation insurance (see below for more information).

Payment

1. Deposit

For camps with a value of \$2000 or less, you are required to pay a \$200 deposit. For camps with a value of \$2001 or more, you are required to pay a \$500 deposit. If you are purchasing cancellation insurance through the ACC, this must be processed at the same time as the deposit for the camp is processed.

The deposit and cancellation insurance payment can take the form of:

- a) a cheque made out to The Alpine Club of Canada, dated the day you mail it
- b) your pre-authorized permission to charge the fees owing to a Visa or Mastercard immediately (see the Registration Confirmation Contract)
- c) money order made out to The Alpine Club of Canada
- d) cash (in person only – do not send cash in the mail)

Your spot on the camp is confirmed once the deposit and registration paperwork (listed above) has been received.

2. Balance of Fees

When the total camp fee is \$2000 or less:

The balance of your camp fee is due fourteen (14) weeks prior to the start of the camp.

When the total camp fee is \$2001 or more:

50% of the balance of your camp fee is due fourteen (14) weeks prior to the start of the camp. The remaining 50% balance is due eight (8) weeks prior to the start of the camp.

Payment of the balance of fees for your camp must be arranged at the time of deposit and can take the form of:

- a) a cheque made out to The Alpine Club of Canada, post-dated to the balance due date(s) (this must accompany your deposit cheque)
- b) your pre-authorized permission to charge the balance to a Visa or Mastercard on the balance due date(s) (see the Registration Confirmation Contract)
- c) money order made out to The Alpine Club of Canada
- d) cash (in person only – do not send cash in the mail)

Please note that the balance of fee due date is the same as the last date for cancellations – see below for detail.

Cancellation Policy

A substantial amount of work goes into registering participants for camps. In addition, further work is required to find a replacement participant when cancellations occur. As a result, **you will be charged an administration fee if you cancel your registration on a camp after the deposit has been paid. For camps with a value of \$2000 or less, the administration fee is \$200. For camps with a value of \$2001 or more, the administration fee is \$500.**

After the balance due date (fourteen weeks prior to the first day of the camp), there will be no refunds by the ACC for cancellations unless the camp is full when it takes place.

For this reason, we strongly recommend that each participant purchase cancellation insurance.

If you do need to cancel for any reason prior to the 14 week balance due date, we ask that you contact the ACC national office as soon as the need to cancel becomes apparent. Based upon your registration, we make financial and other commitments to other participants, guides, camp managers, cooks, and facilities.

If you need to cancel within the 14 weeks prior to the camp, for reasons other than those covered by cancellation insurance, the more notice you can give us, the better chance we have of filling the camp, and thus refunding your money.

Cancellation Insurance

The Alpine Club of Canada **strongly** recommends that you purchase cancellation insurance to protect yourself in case you are unable to attend the camp because of a medical or emergency reason.

You can purchase cancellation insurance through the Alpine Club of Canada at the time you register for a camp. We sell Trip Cancellation/Trip Interruption Insurance using **Travel Underwriters** which provides coverage and benefits toward a variety of pre-paid and unexpected travel expenses. The option to purchase this Trip Cancellation/Trip Interruption Insurance is on the Registration Contract.

Trip Cancellation/Trip Interruption Insurance rates are shown with the details of each trip on their respective web pages. Covered risks include sickness, injury, death or quarantine to the Insured, the Insured's traveling companion, the Insured's immediate family or the traveling companion's immediate family; death or hospitalization of a business partner, key employer/employee, or host at final destination; job transfer; natural disaster; accident; travel advisory; subpoena; hijacking; involuntary job loss; and missed connection.

An advantage of Travel Underwriters insurance is that they provide coverage even if you have a climbing related accident prior to the camp – most other companies exclude climbing.

Trip Cancellation/Trip Interruption insurance coverage as per the rates shown with each trip is:

Prior to departure: coverage for up to the full amount of the Mountain Adventure including GST.

After departure: coverage for Mountain Adventure trips within Canada are for eligible costs incurred is up to \$10,000.

After departure: coverage for International Mountain Adventure trips are for eligible costs incurred is up to \$25,000.

Trip Cancellation/Trip Interruption insurance coverage is subject to conditions and exclusions. For complete details, please consult the official policy wording on our webpage: www.alpineclubofcanada.ca/activities/reginfo.html

Travel Underwriters – More Insurance Options

Travel Underwriters sells a variety of insurance policies – including medical (annual and single trip) and insurance for visitors to Canada. To find out more about other insurance options, visit the Travel Underwriters website at www.travelunderwriters.com or call them direct at 1-800-663-5389.

Be sure to quote Reference #ALP762, as the ACC will benefit financially whenever this code is used.

Travel Underwriters is a third-party administrator (TPA) of travel insurance products and services. They develop and administer a variety of travel insurance plans for Canadian business and leisure travelers, visitors to Canada and international students studying in Canada. Their plans can be found in automobile associations, insurance brokerages, banks, credit unions, travel agencies, tour operators and airlines across Canada. Travel Underwriters has protected Canadian travelers for almost 40 years.

Cancellation or Changes to a Camp by the ACC

Occasionally, for reasons that are beyond our control, we are forced to cancel or make changes to a camp.

If we cancel a camp, all of the money you paid to the ACC will be refunded. Please note that in the event of cancellation, the ACC is not responsible for any expenses incurred by a participant in preparation for the trip, including but not limited to airline tickets, visas fees, medical expenses and equipment purchases.

If a camp is cancelled due to low registration numbers, you will be given the option to attend a different camp (assuming you are approved by the Camp Guide and/or Manager). If the replacement camp costs less than the original, you will be refunded the difference. If the replacement camp costs more than the original, you will be required to pay the difference.

The Alpine Club of Canada may be forced to alter the details, logistics or other aspects of any ACC camp for any reason, including (but not restricted to) guides and/or other camp staff availability, weather conditions and safety concerns. You will be notified of changes as early as possible. Changes will not affect the basic nature and essence of the camp, and therefore refunds will not be granted.

If the first day of a camp involves a helicopter or airplane flight, and the flight is delayed by weather, the participants will be responsible for paying for accommodation and food requirements while waiting for the flight. If a camp is delayed at the end by weather, participants will not be charged for additional guide days, food or accommodation.

For all camps, we recommend that you contact us before booking/paying for your flight to ensure the likelihood that the camp is going to run. Please be aware that when booking flights to the area you do so at your own risk, but feel free to contact us at any time to review camp status.

Disclaimer

Mountaineering, climbing and backcountry skiing can be dangerous. The Alpine Club of Canada (ACC) cannot absolutely guarantee the safety of participants on any camp, as there are too many variables that cannot be controlled. Some of these variables are outlined in our Waiver of Liability, which each participant must read, understand and sign before attending any camp. The waiver can be downloaded from the webpage:

www.AlpineClubofCanada.ca/activities/waivers.html

***If you have any questions, please don't hesitate to contact the
Mountain Adventures Coordinator at the ACC National Office***

Phone (403) 678-3200 ext. 112

Fax (403) 678-3224

Email adventures@AlpineClubofCanada.ca