If Three Mountain Family Hikes Inc. has to cancel an event.

If Three Mountain Family Hikes Inc. ("We/Us/Our") have to cancel an event due our business reasons such as low registrations, staff emergency or unavailability, vehicle malfunction or for any other unforeseen business reasons, the customer ("You") will be entitled to a full refund of all payments that You have made which will be Your sole and exclusive remedy.

If You Need To Cancel

Lake O'Hara guide hikes

- If You notify Us by email at Lynda@threemountainfamilyhikes.ca at any time up to 10 full business days for Lake O'Hara guided hikes prior to the scheduled date of the event, You will be entitled to receive a full refund of all monies paid to Us for the event, less a $40.00 non-refundable booking fee per person for Lake O'Hara hikes.
- If You cancel with *less than 10 full days* prior to the scheduled date of the event, You will not receive a refund.

All other guided hikes (summer and winter) and cross-country ski lessons.

- Full refund 48 hours (2 days) before the date of the program(s) less 10.00 administration fee.
- Full refund or option to reschedule if Three Mountain Hikes® needs to cancel for circumstances beyond our control, up to and including the day of the trip.
- No Refund for a No Call/No Show on the date of the program(s)

We strongly recommend purchasing trip cancellation and interruption insurance to safeguard your experience.

If outside circumstances cause Us to cancel or modify an event.

We reserve the right to cancel any event at any time without notice, due to any and all circumstances beyond our reasonable control, real or threatened, including, without limitation, force majeure, severe or unfavourable weather, earthquakes, floods, landslides, mudslides, storms, hurricanes, tornadoes, hail, rain, snow, sleet, fire, impassable or overly challenging roadways or terrain, presence of animals, equipment failures, mechanical breakdown, epidemics or pandemics, labour interruptions, criminal acts, acts of war, terrorism, restrictions imposed by or acts of any government or governmental agency, or acts of God.

If We have to cancel an event due to any of the reasons stated in the paragraph immediately above, or for any other unforeseen incident, You will be entitled to reschedule your event on another date at no additional cost, which will be Your sole and exclusive remedy.

Weather conditions, safety hazards, wildlife activity, fire alerts, fire bans, park and trail closures, or other circumstances may also occur at the last minute. We reserve the right to modify the time and location of your event to accommodate changing conditions and for the safety of all participants. We will do our best to give You as much advance notice as possible of any change. You will be informed of a change in location at the very latest at the meeting place before We proceed onto the trail or engage in the activity

We strongly recommend purchasing trip cancellation and interruption insurance to safeguard your experience.

Cancellation of individual participation in an event

We reserve the right to cancel Your participation in an event at any time, before or during an event if the safety of the individual, or the group is deemed to be at risk. An example of this is not wearing appropriate gear for the activity, e.g. open-toe sandals for a hiking program, or not listening to our reasonable instructions during an event. You will receive an email outlining Our policies and expectations prior to your event. If your participation is cancelled due to not following instructions or failing to comply with our policies, You will not be entitled to a refund.

Release and Waiver

All participants are required to sign Our RELEASE OF LIABILITY, WAIVER OF CLAIMS, ASSUMPTION OF RISKS, AND INDEMNITY AGREEMENT (“Release”) prior to participating in an event hosted by Us. Waivers will be completed in person. We reserve the right to cancel the participation of any individual who does not sign the Release prior to an event with no refund other than if cancelled by You in accordance with the policy above.

Medical Disclosure

As a participant, it is essential that you fully disclose any relevant medical information to Us on the medical information form so We can be appropriately prepared for an emergency.
Without limiting the generality of Your Release, failure to disclose any relevant portion of Your medical/ health information will render Us not liable for any resulting disruption or expense incurred by You.

Non-Medicinal Drug, Alcohol and Smoking Policy

For the safety of all participants, the use of non-medicinal drugs, alcohol and smoking are prohibited during an event hosted by Us and We reserve the right to expel the participant(s) from the event if this policy is violated. In such circumstances You will not be entitled to a refund. In addition, We reserve the right to contact the appropriate authorities to deal with situations involving illegal substance abuse.

No Pet Policy, Other than Service Animals

For the safety of all participants bringing dogs, or other family pets/animals, to an event is prohibited. If You arrive with a family pet or animal, We will automatically cancel Your participation in the event, and no refund will be provided.

Certified service dogs/other certified service animals are welcome if You provide advance notice to Us by email at Lynda@threemountainfamilyhikes.ca

As not all trails and locations are suitable for animals, We reserve the right to modify or reschedule Your event as necessary to accommodate a service animal. If it is not possible to accommodate the service animal considering the safety of all participants and the service animal, We reserve the right to cancel Your participation in the event a full refund of all payments that You have made which will be Your sole and exclusive remedy.