



SWS Mountain Guides
110 Alpine St.
Mt. Shasta, CA 96067
info@swsmountainguides.com
www.swsmountainguides.com
Phone: 888.797.6867

Travel Insurance, Payments, Transfers, Weather Credits, Cancellation & Refund Policy

Travel Insurance: SWS Mountain Guides strongly recommends that all participants purchase travel insurance to protect themselves from unforeseen circumstances. Travel insurance can protect your investment in a trip in case you have to cancel at the last minute. We recommend Global Rescue – they have tons of options and work with you to get you the coverage that is best for you (not just the most expensive).

Course Payments including Custom & Private Guiding:

A non-refundable 50% deposit is required with each reservation and the remaining balance is due no less than 30 days prior to the course start date.

Cancellations:

In the event that YOU cancel your reservation more than 30 days prior to the course start date the balance paid after your 50% deposit is refundable. We are sorry, but NO REFUNDS are made if the cancellation is within 30 days of the course start date.

SWS Mountain Guides aka Sierra Wilderness Seminars Inc. reserves the right to cancel and reschedule climbs or courses. Reasons may include but aren't limited to minimum guest numbers or other unforeseen circumstances. If SWS cancels a trip, you will receive a refund, credit, or choose to be transferred to another course when the trip canceled. SWS Mountain Guides aka Sierra Wilderness Seminars Inc. is not responsible for additional expenses incurred including non-refundable airline tickets, equipment, medical expenses, etc. Again - we recommend you obtain trip cancellation insurance to protect your additional expenses beyond your trip cost with us. You can find cancellation insurance information by logging onto our website at www.swsmountainguides.com and clicking on the Global Rescue link, or checking with whichever travel insurance provider you chose for your coverage.

Transfer Fees:

You may move your deposit and balance paid (-\$100.00 non-refundable transfer fee) to another scheduled trip if requested **21 days or more** before your trip start date. We're sorry, but no transfers can be made within **21 days** of your trip start date.

Our Make it go Guarantee Policy:

If you book a regularly scheduled course or climb and are the only guest on the trip, we will contact you at least two weeks before the trip start date to give you the "Make it go Guarantee Policy" options. At that point it's your choice of the three options below:

Option"A": Pay the "Make it go Guarantee" Surcharge of \$100.00 per day, and we will it as a private trip with just you and our guide.

Option"B": Transfer to another course with additional guests at no charge.

Option"C": Cancellation of the Course or Climb with a full refund of charges paid to SWS towards your trip.

Our Make it go Guarantee is a win-win for all involved, you get your trip on the date you want, the guide gets the work, and SWS covers the direct expenses and breaks even. This option is available for all regularly scheduled courses and climbs, so you can reserve your climb knowing that you can "Make it Go" without worrying.

Note: In the event that SWS Mountain Guides meets its minimum of 2 guests for the course or climb at the last minute, your "Make it Go Guarantee" charge is refunded. Exceptions: Applies only to Regular Scheduled SWS Mountain Guides Climbs and Courses as scheduled on the SWS Mountain Guides website. Excludes Custom Trips, International Expeditions, and third-party courses or climbs.



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Weather Credits and Rescheduled Climbs & Courses:

SWS Mountain Guides aka Sierra Wilderness Seminars Inc. reserves the right to reschedule seminars and courses due to severe weather conditions or other uncontrollable circumstances. Such events can make the course or climb unsafe to continue. Weather Credit for trips 24hrs prior to starting or Partial Weather Credit for trips already in the field if severe weather conditions or other uncontrollable circumstances make the course or climb unsafe to continue. Our decision will be at the discretion of the climb leader and the Director(s) of SWS Mountain Guides.

Note: Weather credit is an SWS Mountain Guides, California Ski Guides or California Rock Guides Gift Certificate. Which can be redeemed for any courses, climbs, or clinics offered by SWS Mountain Guides, California Ski Guides or California Rock Guides. These credits are encouraged to be used within one year. To have it extended, please contact the SWS Mountain Guides Office at 888.797.6867.

Tipping/Gratuities:

Tipping is customary on guided trips and is usually between 10% to 20% of the cost of the climb. If you are pleased with the service provided by your guide or instructor and if the guide has gone beyond the scope of instruction to help you with the enjoyment of your course or climb, then a gratuity is always appreciated.