



**SWS Mountain Guides**  
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## **Cancellation & Refund Policy**

### **Payments, Travel Insurance, Transfers, Weather Credits**

#### **Travel Insurance:**

SWS Mountain Guides strongly recommends that all participants purchase travel insurance to protect themselves from unforeseen circumstances. In addition, travel insurance can protect your investment in a trip if you must cancel at the last minute. SWS Mountain Guides recommends [Global Rescue & Travel Insurance](#) for your adventure travel & rescue insurance choice; they have many options & work with you to get you the best coverage.

#### **Domestic Courses, including Custom & Private Guiding:**

A non-refundable deposit is required with each reservation, and the BALANCE is due 30 days prior the course starting date. If you pay your course fee in total and cancel your reservation more than 30 days prior to the course start date, your course fee balance is refundable, less your non-refundable deposit. We are sorry, but NO REFUNDS or credits are made within 30 days of the course starting date.

**Travel Insurance Highly Recommended:** [Global Rescue & Travel Insurance](#)

#### **International Expeditions & Treks:**

A \$1000 deposit is required to reserve International Expeditions or Treks. An additional 25% payment is required 90 days prior to departure, with the balance due 60 days prior to departure. If you cancel your reservation 90 days or more before departure, the \$1,000.00 deposit is non-refundable, and your expedition or trek fee balance is refundable. A 50% cancellation fee applies for cancellations received between 60-90 days prior to departure, with the balance being refundable. We are sorry, but NO REFUNDS or credits are made within 60 days prior to departure.

**Travel Insurance Highly Recommended:** [Global Rescue & Travel Insurance](#)

#### **Transfer Fees:**

You may move your domestic course reservation to another scheduled course when we receive a \$300.00 non-refundable transfer fee. All transfer requests must be received more than 30 days before your domestic course start date. Sorry, no transfers are made within 30 days of your domestic course start date. Note: Policy does not apply to International Treks and Expeditions.

#### **Canceled Courses:**

Sierra Wilderness Seminars Inc., dba SWS Mountain Guides, California Ski Guides and California Rock Guides reserves the right to cancel and/or reschedule climbs or courses due to minimum bookings or other unforeseen circumstances. You may receive a refund or credit when the course is canceled, rescheduled, or transferred to another course. SWS Mountain Guides, aka Sierra Wilderness Seminars Inc., is not responsible for additional expenses, including non-refundable airline tickets, equipment, medical expenses, etc. We recommend you obtain trip cancellation insurance to protect yourself. [Global Rescue & Travel Insurance](#)

#### **Weather Credits and Rescheduled Climbs & Courses:**

Sierra Wilderness Seminars Inc. reserves the right to reschedule seminars and courses due to severe weather conditions or other uncontrollable circumstances which make the course or climb unsafe to continue. Weather Credit or Partial Weather Credit may be given for courses or climbs during or within 24 hrs. of the course start dates 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 Policy does not apply to International Treks and Expeditions. Weather credit is a gift certificate that 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 get in touch with 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.