

BOOKING AND CANCELLATION POLICIES

RESERVATIONS

Advanced Bookings

Advanced bookings are required, please [contact us](#) directly to organize your next Head-Line Mountain Holidays Mountain Holidays adventure.

Pricing

All pricing is quoted in Canadian Dollars. We accept most major credit cards, wire transfers, checks, money orders and e-transfers. Estimates in US currency are valid for one week from the date provided and are based on the Tourism Whistler recommended weekly exchange rate. Prices are subject to confirmation based on passenger flight manifests and are quoted in Canadian Dollars exclusive of applicable taxes, levies, fees, gratuities, affiliate and partner price fluctuations and weather impacts to flight times and travel plans.

Children & Guests with Limited Mobility

Additional guides may be required for infants up to the ages of 3 years, elders, and individuals with limited mobility. Please ensure to confirm these details at time of booking to receive an accurate quote.

Private Experiences

A four person minimum is required to confirm a private experience with a dedicated guide. Despite the remote location of these facilities, exclusive access to this area cannot be guaranteed. While the trips are private, on occasion members of the public sometimes frequent these locations.

Payment Processing & Fees

- IF BOOKING WITHIN 14 DAYS OF ARRIVAL:
A credit card is required to coordinate and organize your experience(s). Once all details have been confirmed, an invoice will be emailed to you from Head-Line Mountain Holidays Payment processing system called "Square". This is done to ensure continued, uninterrupted use of your credit card based on automated credit card antifraud systems. A credit card convenience fee of 3.75% will be applied for credit card transactions.
- IF BOOKING OUTSIDE 15 DAYS OF ARRIVAL:
A credit card is required to coordinate and organize your experience(s). Once all details have been confirmed, an invoice will be emailed to you from Head-Line Mountain Holidays Mountain Holidays. Payment can be made by wire transfers, checks, money orders, e-transfers and/or major credit cards. A credit card convenience fee of 3.75 % will be applied.

Event Payment Schedules

Custom and special events require a non-refundable retainer of 20% with the remaining 80% of anticipated costs once the final event details have been confirmed. This is subject to change based on the size and scope of the project but final payment can be no later than 30 days prior to event execution subject to Head-Line Mountain Holidays' discretion.

Non Refundable Retainers

As an event coordinator and bespoke experience designer, Head-Line Mountain Holidays works to design, coordinate and secure resources to execute your experience which includes guide services, aircraft, yacht, food and beverage services and supplies. For this reason, a 20%, Non-refundable administration retainer is required at time of booking for the coordination of these services.



CANCELLATION / RESCHEDULING POLICIES

Daily Scheduled - Heli Based Experiences

Our reservation and cancellation policies are standard in the industry. Significant financial commitments are made in advance of tours and services and are reflected in these policies. When weather or other conditions prevent helicopter related tours from taking place, every effort will be made to reschedule to another time or transferred to a trail based experience where applicable. The helicopter fee portion of the tour may be re-allocated to additional equipment rental including vehicles, trailers, snowmobiles, snowbikes or alternate activities as the case may be.

Cancellations - Groups of 1 to 5

All cancellations made within a 14 day period of scheduled tour times are subject to full cost of the tour and will be charged against the credit card on file. Cancellations made in advance of 14 days will be subject to a cancellation or rescheduling fee of 25% of the tour costs.

Cancellations - Groups of 6 or More

All cancellations made within a 30 day period of scheduled tour times are subject to full cost of the tour and will be charged against the credit card on file. Cancellations made in advance of 30 days will be subject to a cancellation or rescheduling fee of 25% of the tour costs.

Weather Cancellation Policy - Daily Scheduled Experiences

Circumstances may arise where we cannot fulfill your heli or ground based adventure package and you will need to be reimbursed. The basis for cancelling an excursion could be: Inclement weather, helicopter maintenance schedules, ice, avalanche or snowpack conditions:

1. If Head-Line Mountain Holidays Mountain Holidays decides to cancel **the day before your trip**, a 100% refund will be provided if the guest cannot be rebooked to another date later in the season.
2. If the decision is made to cancel your **prior to your scheduled pick up time**, a 100% refund will be provided if rescheduling is not an option.
3. If the decision is made to cancel or postpone your tour due to weather after your arrival at the heliport, a \$150 per person administration fee will be charged with the remaining balance refunded. The administration fee can be applied as a credit towards a rescheduled trip later in the season. The credit is non-transferable and is valid for one year.
4. If we commence flying but any part of the tour cannot be reached or completed, Head-Line Mountain Holidays Mountain Holidays will reimburse the unused portion of the helicopter flight time plus applicable taxes.
5. If you are late and, or miss the scheduled pick up time or cause undue delays in the aircraft schedule you will be charged for the full price of the tour regardless of weather, as this impacts other revenue opportunities and impacts other guests schedules.
6. Rescheduling options are based on availability.

Weather Cancellation Policies - Custom and Special Events

All deposits and retainers are non-refundable in the amount of not less than 20% of estimated costs. Additional funds for services including the purchase, rental and retainers allocated to third party suppliers are also non-refundable. This is due to the allocation of funds to coordinate rentals, purchase of food and beverage, equipment, services and goods. Events are only cancelled in cases of extreme weather events or variables beyond our control and Head-Line Mountain Holidays is not liable for such weather impacts. Unused portions of helicopter time may be refunded and or funds may be reallocated to services appropriate to executing events as Head-Line Mountain Holidays deems appropriate. Weather option days may or may not be available and may or may not require retainers to hold the services for these alternative dates. Head-Line Mountain



Holidays upholds the highest standards of integrity in the industry and assures all clients and participants that every conceivable option will be explored prior to cancelling an event or activity.

If we commence flying but any part of the tour cannot be reached or completed, Head-Line Mountain Holidays Mountain Holidays will reimburse the unused portion of the helicopter flight time plus applicable taxes.

Blue Room Cancellation Policy / Special Event

All details pertaining to this booking are subject to Head-Line Mountain Holidays and Four Season Resort and Residence cancellation policies.

As with all of Head-Lines Special Events, various factors may impact the execution or delivery of an event and Head-Line reserves the right to change or alter the experience based on weather and or other factors.

24 Hours Weather Cancellation In Advance Of Tour Departure:

- If the weather forecast causes Head-Line to postpone or cancel a Blue Room Experience 24 hours or more, a \$1,000. administration fee will be applied with the balance being refunded.

Weather Cancellation within 24 Hour of Tour Departure:

- If a Blue Room Experience is cancelled within 24 hours due to an unsettled weather system, the following fees will be applied with the remaining balance refunded:
- A \$1,500 administration fee will be applied which provides for a \$500 credit towards dining at Sidecut Restaurant at the Four Seasons Whistler Resort & Residences.

Multimedia Cancellation Policy

A 25% fee of projected costs of the services will apply to cover all logistics coordination and administration expenses relating to multimedia projects being cancelled for whatsoever reason including weather. Minimum standby rates apply for crew and equipment and other resources as the case may be.

Refunds Processing

Refunds are issued through various processes including bank drafts and wire transfers. Any associated fees for such drafts, e-transfers or wire transfers will be deducted from the refund balance. Refunds issued through the Square Processing System are issued by Head-Line Mountain Holidays shortly after the scheduled tour date, please note that Square processing can take up to 10 Days or more.

ESTIMATES

Third Party Rates

Modifications to pricing by third parties are beyond the control of Head-Line Mountain Holidays and any additional related fees will be passed along to the guest including but not limited to additional helicopter costs due to weather, flight paths, heavy loads and other variables to which we could not have knowledge in advance of booking or coordinating an activity or event.

Helicopter Rates

All Heli related products and service pricing is based on estimated fly times and estimated payloads and are subject to change without notice due to many elements beyond our control including, but not limited to, weather conditions, temperature, flight paths, charter rate fluctuations, fuel cost fluctuations, helicopter type and pilot availability.



Passenger Flight Manifests

For the purposes of calculating payloads on helicopters and number of flights, we require completed flight manifests including the weight of each passenger and any gear or equipment that will accompany the guest prior to boarding / loading helicopters. Final cost estimates are subject to change if estimates have been provided in advance of our receiving this important information. Any additional costs due to additional flights will be borne by the guests prior to departure.

LEGAL LIABILITY

Waiver Forms

A release of liability, waiver of claims, assumption of risks and indemnification agreement (The Waiver Form) must be read, understood, initialed and signed prior to embarking on any "Adventure Activities".

View/ download waiver: [Head-Line Mountain Holidays Waiver 2016](#).

Insurance

We encourage you to purchase relevant cancellation insurance coverage for your event for tour interruptions due to weather and medical insurance coverage from your insurance broker as cancellations for private, custom and multimedia events are largely non-refundable.

Privacy Policy:

Please download: [Head-Line Mountain Holidays Privacy Policies](#).

Health Recommendations

Adventure sport activities are NOT recommended for persons who are pregnant, suffer from back or neck pain, heart or respiratory distress or other similar ailments. If in doubt, consult your doctor prior to participating in any events or activities.

Intoxication

Participants suspected of intoxication or under the influence of drugs or alcohol will not be permitted to participate in any adventure activities under any circumstance. Persons denied participation in activities based on these reasons will not receive a refund.

Collision Coverage

A mandatory fee of \$35.00 per driver covers the first \$1,000.00 of accidental / incidental damages ("collision coverage") on snowmobile / snowbike tours and protects the client from accidental and incidental damages to equipment only. It expressly does not cover for unlikely damages in excess of the first \$1,000.00. Damages exceeding \$1,000.00 will be applied to the credit card on file. The policy is outlined on the reverse of the Waiver Form and must be accepted prior to departing on tours.

Driver's License

Equipment operators must be at least 16 years old and licensed to drive automobiles in their country of residence or be at least 16 years old with an automobile learner's permit or snowmobile operators' certificate. Under certain circumstances and in specific snow conditions, exceptions can be made with prior discussion with the guest(s).

Helmets

Use of helmets are mandatory for all Ice Cave, ATV, Snowmobile, Mountain Bike, Dog Sled or similar activities where Head-Line Mountain Holidays Mountain Holidays deems necessary.



Disclaimers

All products and services are subject to variables beyond our control including poor weather, poor visibility, availability of certain products or services, environmental conditions, weather events, logistical limitations and as such, are not within the control of Head-Line Mountain Holidays Mountain Holidays who are therefore, not liable or responsible for loss of any kind in the event that an activity cannot take place or completed under these circumstances.

BACKCOUNTRY ACCESS

Daylight Flying

Helicopter schedules are designed with daylight hours in mind and to allow sufficient time to remove all staff and equipment following an event in the mountains. As the length of daylight fluctuates so too does our daily operational period. Head-Line Mountain Holidays Mountain Holidays and, or its affiliates, partners or associated operators may choose to cancel or postpone flying if we deem that the weather or required visibility is unsatisfactory or dangerous. Ground transportation alternatives may be made available at that time if appropriate.

Please refer to the weather cancellation policies as it pertains to your situation.

Mountain Egress

Please note that while every effort is made to ensure that access to and from any given remote facility, site or enclave is possible, Head-Line Mountain Holidays activities and events take place in remote mountainous environments and may preclude egress from these locations from time to time. Helicopters do not have the ability to fly in the mountains at night or in low visibility conditions and travel may therefore be restricted to ground transportation.

Travel may also be restricted in adverse weather or avalanche conditions or through challenging terrain which may prevent egressing certain areas at certain times.

Backcountry Enclaves / Wilderness Retreats

While every conceivable effort is made to ensure that remote backcountry experiences and overnight stays are as comfortable as possible, it should be noted that these locations and facilities may not be equipped with running water, running hot water, shower or flush toilet facilities. Clean, hygienic services appropriate to wilderness experiences are provided and exceed remote wilderness experience standards by a comfortable margin.

WHAT TO BRING

Outerwear & Gear

Guests are most comfortable in their own ski or winter wear however, all necessary technical gear and personal protection equipment is supplied or organized by Head-Line Mountain Holidays for activities. Head-Line Mountain Holidays will provide advice on appropriate outerwear requirements prior to departing on any given adventure. Some sizing restrictions do apply and larger groups may be difficult to accommodate pending range of size requirements.

Personal Protection Gear

Head-Line Mountain Holidays provides all relevant avalanche terrain and adventure sport related equipment including avalanche transceiver, probe, shovel, helmet, goggles, gloves and ice travel related equipment appropriate for each tour.

