

## FU ARTICLES

Category: Terms/Responsibilities

Published on Friday, 28 September 2012 08:11

Written by Super User

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**Cancellation policy:** If you must cancel any reservation, it must be received in writing **by e-mail to:** [info@earthriver.com](mailto:info@earthriver.com) . If Earth River receives the cancellation 120 days or more prior to the trip's departure a fee of \$150 per person will be charged, from 90 to 120 days the fee is the full \$600 deposit without any refund, 50-90 days prior to trip's departure the fee is the deposit plus 50% balance without any refund, between 0 and 50 days no money will be refunded. (**Note:** transfers and/or credits for future dates or trips are possible).

Our cancellation policy applies in all situations and there will be no exceptions for any reason. Multi-camp wilderness expeditions are limited to 16 guests and it is often impossible to fill a last minute. Earth River will not issue refunds for arriving late or departing a trip early. Earth River is not responsible for any expenses incurred due to travel delays, flight cancellations, or personal illness or injury. If you are concerned about the possibility of having to cancel, we **STRONGLY** urge you to get trip **cancellation insurance** to protect your vacation investment. Some of the most trying situations Earth River faces are those created by guests needing to make last minute cancellations. Creating a win/win scenario when a guest needs to cancel a reservation a few weeks or days prior to a trip departure is not easy. Earth River goes to great lengths and expense to prepare for a guest's arrival in Patagonia. Our preparations include: reserving flights, scheduling guides, shuttle drivers and equipment, booking lodge and hotel rooms, and numerous other expenses involved in coordinating your trip. Given the circumstances, we generally do not have time to refill the space nor can we afford the financial loss that cancellations cause. Therefore, in deciding whether or not to buy **cancellation insurance**, consider the investment you are making in your vacation and whether or not you could afford the loss if you needed to cancel. Instead of canceling a trip it may be possible to reschedule on another week. If you decide to change your trip date the following policies and fees apply. Transfer requests are required in writing (e-mail). All transfer requests are subject to space availability and are not guaranteed. There will be a \$100 fee charged to anyone changing their date including to the following year.

Earth River will use all of their resources, and connections, to help solve any, and all, travel issues that might occur during your trip. However; we cannot be held responsible, financially or otherwise, for injury, loss or damage, to property and/or person, resulting from acts beyond our control, such as: Natural disasters, flight schedule interruptions, cancellations, strikes, quarantines, theft, vandalism, civil unrest, terrorism, government changes in rules and regulations, and any other problem of a similar nature, not specifically listed. In addition, the costs of delays are not the responsibility of Earth River. Trips can be delayed by: Bad weather, road conditions, river levels, trail conditions, transportation problems, government intervention, sickness, or other factors beyond the control of earth River. We publish trip prices well in advance of actual departure dates; because of this, we may be faced with the need to pass those increases to our Guests. You have our promise that we will work diligently to solve any such problems and limit the impact to our guests, but if an increase is warranted, we will notify you in writing of such changes as early as possible. It is because of these risks that we strongly encourage trip insurance, to guard against such unfortunate realities.

**I HAVE READ THE ABOVE AND I DO UNDERSTAND AND ACKNOWLEDGE THE RESPONSIBILITIES AND AGREE IN FULL THERE IN.**

SIGNATURE \_\_\_\_\_

DATE

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