

RESERVATIONS, REFUND & CANCELLATION POLICY

Please carefully review the following information regarding Endless Turns, L.L.C. reservations, refund, and cancellation policies. These policies are set in accordance for both daily, as well as multi-day trips. The Terms below will ensure your trip with Endless Turns, L.L.C. All clients who are planning a trip with Endless Turns are required to not just read this document, but also to agree to and sign it as well. This shall then be turned in, along with the reservation application with the appropriate deposit.

All of the Terms in this policy below bind the client and Endless Turns, L.L.C. and therefore there will not be any modifications, changes or termination whatsoever in this policy agreement, unless this is agreed upon by both parties.

Reservation Policy

Every Endless Turns client is required to not just sign the Terms below, but also must sign the completed reservation form and submit his/her deposit payment in the amount of 50% of the total trip cost upon booking a trip. Endless Turns requires each of their clients to pay the remaining balance of the trip for which they signed up, no later than 60 days prior to the trip departure date. Upon acceptance of each client's reservation form and 50% deposit, Endless Turns will then send a confirmation letter explaining the trip details and travel logistics. If for some reason the remaining 50% of the cost of that particular trip is not paid by the 60- day deadline, then Endless Turns reserves the right to cancel the clients' reservation and there will not be any type of refund. Upon booking a trip with less than 60 days prior to the trip departure date, the client will be responsible for paying the total trip amount in full at time of reservation. Accompanied with this payment should be the completed reservation form and the signing of the essential Terms in this document.

Endless Turns wants to ensure the safety of all its clientele, both on and off the mountain. Therefore, all Endless Turns clients must have proof of travel insurance within 30 days of their completed and accepted reservation form & security deposit. This can be either emailed or mailed to Endless Turns, but this is quite essential for participation in each client's registered trip. Endless Turns can and will cancel any client's trip without this successful completion.

Travel Insurance

Endless Turns, LLC requires travel insurance (including international health insurance) for all guided backcountry ski/snowboard trips and also recommends this for the adventure travel trips. Travel insurance must be obtained prior to the beginning of each scheduled backcountry trip. Two companies that we highly recommend are **World Nomads** (www.worldnomads.com) and **Travelex** (www.travelex.com). We would be happy to go over more in detail about what is typically covered in travel insurance plans and the cost of these plans.

Cancellation Policy

If there is a special need to cancel your current booking with us here at Endless Turns, whether it is because of a medical emergency, a serious illness or family related death, please let us know as soon as possible. We will do everything in our control to assist you in cancelling your reservation, as long as it is for one of the above following reasons (of serious nature). Each client must submit a written letter of why he/she needs to cancel their current reservation for the designated trip they are signed up for with Endless Turns. L.L.C. Endless Turns will then determine whether this reason is acceptable and the dollar amount to be refunded.

Please keep in mind that the following cancellation charges do apply:

- If an Endless Turns client has to cancel with more than 2 months time frame from the scheduled departure date, then the client has to forgo 20% of their initial deposit.
- If an Endless Turns client has to cancel with less than 2 months prior to the scheduled departure date, then the client would forgo 70% of their full payment for the entire cost of the trip for which they signed up.
- If an Endless Turns client has to cancel within a 30-day or less time frame from their scheduled trip departure date, then they will forgo the entire amount of the cost of their trip.

* Special circumstances will be dealt with on an individual basis and discussed thoroughly with the client so that some reasonable solution can be reached with Endless Turns, L.L.C. and the client.

Endless Turns knows that medical emergencies, serious illness or death of a related family member, and natural disasters are possible within a client's daily life. Understanding all of this, Endless Turns will permit trip rescheduling. This will only be permissible if this is outside of the 2-month window prior to the trip departure date, but will not be possible within a 60-day departure without the client losing a portion of his/her trip payment. However, Endless Turns will treat each client's case on a personal level and is willing to even reschedule someone's trip to the following season if need be (This is only done for very specific cases and will not be done on a regular basis!).

Under circumstances outside the control of Endless Turns, LLC, Endless Turns, LLC reserves the right to cancel any scheduled trip with fewer than 45 days prior to the departure date (such situations can be, but are not limited to military unrest, serious avalanche or flood dangers, natural disasters of any kind or lack of snow which forces hotels and resorts to close, and guide(s) injuries). If a trip is cancelled by Endless Turns, then the company will offer a trip at a later date or will offer to return the full payment of the client's scheduled trip. In some cases the rescheduled trip may have to be moved to the next winter season. Trip availability will be the deciding factor as to whether a client can move to another trip during a given winter season.

Print Name: _____

If under 18 years of age, signature of parent or the legal guardian:

Print Name: _____

Address: _____

Home Phone: _____

Cell: _____

Email address: _____

Signature of Participant: _____