



## RESERVATIONS, REFUND & CANCELLATION POLICY DOMESTIC TRIPS (WITHIN USA)

Please carefully review the following information regarding Endless Turns, L.L.C. reservations, refund, and cancellation policies. These policies are set in accordance for all ski & cultural adventures. The Terms below will ensure your trip with Endless Turns, L.L.C. All travelers 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 traveler 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 traveler 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 travelers to pay the remaining balance of the trip for which they signed up, no later than 60-days prior to the trip departure date. Some hotels, excursions, and ground transportation do require 100% payment up front. Endless Turns reserves the right to collect full payment when this is the case.

Upon acceptance of each traveler'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 travelers' 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 traveler 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 travelers, from their trip departure to when they arrive safely at home. Therefore, all Endless Turns travelers must have proof of travel insurance within 30 days of their completed and accepted reservation form & security deposit for all international trips.

**7808 SE 28<sup>th</sup> Street #B210 Mercer Island, WA 98040**

**[www.endlessturns.com](http://www.endlessturns.com)**



This needs to be emailed to Endless Turns at [info@endlessturns.com](mailto:info@endlessturns.com), as this is required for participation in one of Endless Turns' registered trips. Endless Turns can and will cancel any traveler's trip without this successful completion. Endless Turns also recommends that travelers also have some form of travel insurance for domestic trips as well, but it is not required.

### **Travel Insurance**

Endless Turns, LLC requires travel insurance (including basic health insurance) for all international cultural & ski/snowboard adventure trips. Travel insurance must be obtained prior to the beginning of each scheduled ski or cultural adventure (it is best to set this up 21-days or more prior to your trip departure date, if possible). Endless Turns can arrange trip insurance through their trip insurance provider:

### **Travel Guard**

([http://www.travelguard.com/agentlink.asp?ta\\_arc=329861&pcode=&agencyemail=dan@endlessturns.com](http://www.travelguard.com/agentlink.asp?ta_arc=329861&pcode=&agencyemail=dan@endlessturns.com)). We would be glad to discuss your travel insurance plan options more in detail (regarding what is covered and the cost of these plans-we have three plans to choose from).

### **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 traveler 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 traveler has to cancel with more than 2 MONTHS time frame from the scheduled departure date, then the traveler has to forgo 30% of their initial deposit.
- If an Endless Turns traveler has to cancel with less than 2 MONTHS prior to the scheduled departure date, then the traveler would forgo 70% of their full payment for the entire cost of the trip for which they signed up.

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- If an Endless Turns traveler has to cancel within a 45-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 traveler, so that some reasonable solution can be reached with Endless Turns, L.L.C. and the traveler.***

Endless Turns knows that medical emergencies, serious illness or death of a related family member, and natural disasters are possible within a traveler'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 traveler'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, lack of snow (for the ski adventures), which forces hotels and resorts to close. 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 traveler's scheduled trip. In some cases the rescheduled ski trip may have to be moved to the next winter season or if it is a cultural adventure it may need to be changed to another available date (in terms of lodging and flight availability). Travel availability will be the deciding factor as to whether a traveler can move their trip to a later date in the same or following year.

Print Name: \_\_\_\_\_

Signature of Participant: \_\_\_\_\_

Date: \_\_\_\_\_

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