



Cancellation and Refunds Policy

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Joint Base Elmendorf Richardson (JBER) – Information Tickets and Travel (ITT)

Lower 48 – All ticket sales are final, non-refundable and cannot be transferred, ticket cannot be reprinted or duplicated. All change to tickets need to be done before tickets leave the office, our office will be liable for lost, stolen, damaged, or confiscated tickets.

Alaska - All sales are final and non-refundable within 72 hours of travel. For medical emergency/ TDY/ or any other valid cancelations less than 72 hour before travel require legal documentation for incident. All changes are subject to a \$15 change fee per person per trip. Cancelations more than 72 hours will only receive 75% of the cost. All changes or cancellations must be made during business hours through Joint Base Elmendorf Richardson Information, Tickets & Travel Office at 907-753-2378.

Alaska Railroad – REFUNDS: No refunds will be issued for unused services. Rail-only bookings that are canceled one (1) or more days before travel will be refunded 75% of the booking value. No refunds will be issued on the day of travel. CHANGE FEES: All paid bookings are subject to 10% change fee. The 10% is based off of the Alaska Railroad retail value, **not the Military Discounted pricing**. Changes are allowed on packages up to 36 days before travel and on rail-only bookings up to one day prior to travel. Change fees apply only to the changed value of the booking. No change fees apply when the change increases the cost of the booking. Any charges incurred by the Alaska Railroad as a result of changes made by the customer will be applied to the booking in addition to the change fee.

<https://www.alaskarailroad.com/ride-a-train/terms-and-conditions> - 907.265.2494



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Anchorage Trolley Tours - Cancellations: For a full refund, you must cancel at least 24 hours before the experience's start time. If you cancel less than 24 hours before the experience's start time, the amount you paid will not be refunded. If you would like to rebook your experience less than 24 hours prior to your start time, you will be charged a rebooking fee of 50% of total amount paid additionally to what you already paid. We only hold your seats till 5 minutes to the start of the experience, if you are not present your seats will be forfeited and nonrefundable. <https://anchoragerolley.com/faqs/> - 907-276-5603

Alaska Backcountry Adventure Tours - Cancellations: You have up to 31 days to cancel your trip free of charge. You then have up to 15 days before your trip to receive a 50% refund. If you decide to cancel within the 15 days before your trip you will be charged the full amount of the tour.

<https://youralaskavacation.com/knik-glacier-atv-tour/> - 907-745-2505

Big Swig Tours - CANCELLATION POLICY: Cancellations made at least 7 days before the start of the reserved tour will be eligible for a full refund. All other cancellations will be charged for the full ticket price. Please remember that if you need to cancel or reschedule the activity for any reason, you can call 907-268-0872 or email info@bigswigtours.com.

<https://www.bigswigtours.com/tour/anchorage-brews/> - 907-268-0872

Seaveys IdidaRide Sled Dog Tours - Tours Cancellation Policy: A 25% deposit is due at time of booking. Cancellations 72 + hours prior to departure will be refunded in full. Within 72 hours, the 25% deposit is non-refundable. The balance due will be charged to the card on file 24hrs before originally scheduled departure time, and is non-refundable. Date or time change requests and



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cancellations MUST BE MADE IN WRITING by responding to this email. To pay final balance with a different card, hit the "Pay Now" link at any time to go to secure checkout.

<https://ididaride.com/tours/#:~:text=Cancellation%20Policy%3A&text=Cancellations%20within%2072%20hours%20are,provided%20there%20is%20space%20available>. - 907-224-8607

Alaska Collection - Standard Cancellation Fees: Our office must receive written notice to cancel your reservation (email, fax or letter). Cancellation fees are based on the date we receive your notice. Packages, Lodging & Attractions- from 60 to 46 days prior to arrival, forfeiture of deposit, 45 to 0 days prior to arrival, non-refundable, NOTE: Vendors with a stricter cancellation policy will prevail. Talkeetna Alaskan Lodge (from March to April), 4 days or more prior to arrival date, fully refundable, 3 days or less, non-refundable. Kenai Fjords Tours- 4 days within tour date, fully refundable, 3 days or less, non-refundable. Change policy: First change no charge, each subsequent charge will be subject to \$15 per passenger change fee. NOTE: Due to our abbreviated season and remote location, we strongly recommend you purchase travel insurance.

<https://www.alaskacollection.com/terms-and-conditions/> - 1.800.808.8068

Mahay's Jetboat Adventures - Cancellations: Customers will receive refund with 48 hours or more notice of cancellation-- There is no refund if cancellation is less than 48 hours. Contact us by phone to cancel or inquire about a cancellation. No-shows will be charged the full price. <https://mahaysriverboat.com/trip-info/guest-info-policies-faqs/> (907) 733-2223



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Major Marine - REFUND & CHANGE POLICY: Cruise-only reservations are fully refundable up to three days prior to the original cruise date and are non-refundable after that point. Reservation date may be changed once, free of charge, up to 24 hours prior to departure. Any subsequent change is subject to a \$15 per person re-booking fee. Tickets not used at the time of sailing (no-show) are completely non-refundable and may not be used on any other sailings.

WEATHER CANCELLATIONS/RE-ROUTES: Seward is in a temperate rain forest, and precipitation is common. Major Marine Tours cruises rain or shine. Cruise cancellations or modifications would be due to sea conditions. At the discretion of the Coast Guard-certified Captain, Major Marine Tours reserves the right to cancel or re-route cruises based on weather or other conditions. If the route of a full-day Kenai Fjords National Park tour is limited to the confines of Resurrection Bay, Major Marine Tours will offer partial refunds. In the event of modification in cruise schedule due to unforeseen circumstances, Major Marine Tours is unable to refund or change additional packaged products. Additional packaged products, such as hotel, train, or motor coach transportation, are non-refundable and non-changeable within 21 days. <https://majormarine.com/refund-policy/> - (907) 224-8030

MICA Guides - Cancellations: Private or Customized Glacier Tours (not including helicopter): Full refund with at least 7 days' notice. Helicopter Tours: Full refund with at least 7 days' notice unless private. Private Helicopter Tours: Full refund, minus deposit, with at least 7 days' notice. Glacier Overnight Adventure: Full refund minus \$200 of deposit paid with at least 7 days' notice. No refunds within 7 days. Luxury Camping: Full refund with at least 7 days' notice. All other trips- Full refund: We're more than happy to give a full refund for cancellations with 48 hours or more notice. 50% refund: for



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cancellations/changes with 24-48 hours' notice. No refunds: for Late Arrivals, no-shows or cancellations/changes with less than 24 hours' notice.

<https://micaguides.com/cancellation-policy/> - (907) 351-7587

Moose Pass Adventures - Cancellations: Please understand that when a reservation is made with Moose Pass Adventures, it is our commitment to you to reserve your kayak, pack raft, gear or accommodation. This involves work on our part to make sure the right equipment is ready at the right place and time for you. We often turn away others from your particular reservation time. If you decide to cancel, it can be difficult to rebook the trip. We understand that there can be unforeseen circumstances, and that is why we highly recommend trip insurance. With that in mind, we have implemented the following cancellation policy: Kayak Rentals & Guided Day Tours - To receive a full refund, travelers may cancel up to 24 hours before the experience start date in the local time zone unless otherwise agreed upon in writing. No refunds will be given after that time period. Overnight Tours -More than 30 days prior to your reservation, we will refund your card in full. 15 to 30 days prior to your reservation, we will refund 75% of your reservation total minus "Total Fees." The Service Fee, Guest Fee, other charges and applicable taxes are all included in the "Total Fees." FareHarbor will charge the full amount of the Total Fees to Guest's method of payment at the time that the Booking is submitted by the Guest. 7 to 14 days prior to your reservation, we will refund 50% of your reservation total minus "Total Fees." The Service Fee, Guest Fee, other charges and applicable taxes are all included in the "Total Fees." FareHarbor will charge the full amount of the Total Fees to Guest's method of payment at the time that the Booking is submitted by the Guest. Within 7 days of your reservation, we will be unable to issue a refund. We are unable to issue refunds due to rain. Please remember that our trips run rain or shine. The amount of rain during our kayak season in Alaska varies greatly. However, even during the rain,



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we've had guests tell us they couldn't imagine a more magical place to be! Please come prepared with your rain jacket, rain pants, and your sense of adventure. Cancellations by Moose Pass Adventures- If we have to cancel for any reason, the trip will be rescheduled or refunded. Refunds only cover the cost of your reservation, not travel or accommodation costs. Late Arrivals, no-shows or cancellations/changes with less than 24 hours' notice.

<https://moosepassadventures.com/> - 907-599-0643

Outbound Heli Adventures - Cancellations: Should you need to cancel your helicopter tour, a full refund will be given if notification of cancellation is received more than seven (7) days from the date of departure. Within 7 days of the date of departure, no refund will be issued (unless documentation of medical illness or other emergency/ unforeseen circumstance is provided). If you do not show up at your departure time, your tour cost is non-refundable. If your departure is cancelled due to inclement weather or other reasons in regards to safety as determined by Outbound Heli Adventures, LLC you will be fully refunded the cost of your tour. *Until further notice (due to the recent pandemic), all helicopter tours are fully refundable when cancelled within 24 hours of scheduled departure time. *Please note that the aircraft we fly have a seat weight limit of 300lbs. The R44, our 3 passenger helicopters have a total combined passenger weight limit of 650lbs. The R66, our 4 passenger helicopters have a total combined passenger weight limit of 900lbs. If your party exceeds the total weight limit of the aircraft and needs to be flown in multiple helicopters or larger aircraft to accommodate your party, there is an additional fee of \$250.

<https://outboundheli.com/> - 907-351-6736



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Phantom Tri-River Charters- Cancellations: When you book your charter, you are holding a space on our calendar that is no longer available to other clients. We know your time is valuable and ours is too. Out of respect for our guides and the work they put into getting things ready for the season, we ask you try to avoid canceling or rescheduling your fishing charter. If you cancel less than 30 days prior of your scheduled charter date your credit card will be charged half of your total charter. In the case you do not show or cancel less than 72 hours prior to your trip we will charge your credit card on file for the full fee of your charter. Out of respect for other clients, if you don't arrive on time for your scheduled charter the boat will not wait for you. If you notify us in advance of late arrival, we will make every effort to accommodate reasonable requests. If you have booked the entire boat, departure and return times can be negotiated. Safety is ultimately the most important to us and our guides. Charters proceed if guides deem conditions are safe, rain or shine. Undesirable weather and fishing conditions are not acceptable reasons for clients to cancel. In the event we deem conditions to be unsafe for clients due to high water or unsafe conditions we will cancel your charter. If your charter is canceled due to unsafe weather conditions, you will have the option to rebook for a later date. All guests are required to sign a waiver prior to their scheduled charter date. The day of or before your trip you can come to the office to sign the waiver and finalize payment for your trip. <https://phantomsalmoncharters.com/faqs/> - (907) 733-2400

Phillips Cruises & Tours, LLC - CRUISE DEVIATION POLICY: Phillips Cruises and Tours, LLC reserves the right to deviate from the planned cruise route if we find it is necessary due to weather or any other extraordinary circumstances. Any variation in the cruise route will be in the best interest of the passengers to maximize their safety, comfort, and enjoyment. If such a deviation is necessary, it will not be a reason for a refund. No Seasickness Guarantee: Prince William Sound is naturally protected from



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the strong currents found in the Gulf of Alaska by a series of barrier islands. We cruise in the western side of Prince William Sound through narrow passages and glacier-lined fjords. The seas are generally calm in the fjords and our vessels are large catamarans, providing extra stability for a smooth and comfortable cruise. Phillips Cruises and Tours, LLC reserves the right to cancel a scheduled cruise due to mechanical issues, weather problems, or a Force Majeure event. A "Force Majeure" event shall mean Acts of God, events of nature, epidemics, civil or military authority, travel advisories of the Department of State of the United States of America or a similar department of another government, war, warlike activity, acts of terrorism and/or domestic or international violence of any nature either indirectly or directly affecting Phillips Cruises and Tours, LLC. If Phillips Cruises and Tours, LLC deems it necessary to cancel a cruise, everything possible will be done to reschedule the passengers. If rescheduling is not possible, Phillips Cruises and Tours, LLC will refund monies paid for the cruise services owned and operated by Phillips Cruises and Tours, LLC. Refunds for rental car fees, parking fees, tunnel fares, or other travel related expenses are not the responsibility of Phillips Cruises and Tours, LLC. DATE CHANGES: All changes to the Date of Travel for cruise reservations must occur at least 72 hours prior to departure. Changes to the Date of Travel are subject to space available. A \$25.00 change fee will be applied per cruise reservation each time the Date of Travel changes. Cruise reservations changed less than 72 hours before the Date of Travel remain non-refundable. INDIVIDUAL CRUISE CANCELLATIONS (Updated 3/25/2023): Individual Reservations have 14 or fewer adult fares per confirmation number. 1. 15 days or more before cruise departure time: subject to a \$25 fee per reservation. 2. 14 days to 73 hours before cruise departure time: 25% of the fare is non-refundable. 3. 72 hours or less before cruise departure time: 100% of the fare is non-refundable. 4. Name



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changes may occur without penalty until 8:00 AM on the Date of Travel. 5. PCT reserves the right to charge a \$25 change fee per reservation.

<https://phillipscruises.com/img/pdf/Cruise-Info.pdf> - 907-276-8023

Alaska Sealife Center - Cancellation Policy: To change or cancel your reservation, please call 888-378-2525 or email us at onlinesales@alaskasealife.org. We encourage you to reschedule your reservation, if possible, as opposed to canceling. We will do our best to accommodate any changes. 1. 7 days or more in advance: no penalty, full refund or free rescheduling. 2. 2-6 days in advance: 50% of reservation refunded or free rescheduling. 3. Less than 48 hours in advance: no refund or rescheduling. All cancellations will be confirmed by phone or email.

https://www.alaskasealife.org/tours_encounters#:~:text=Cancellation%20Policy&text=7%20days%20or%20more%20in,reservation%20refunded%20or%20free%20rescheduling
- 907-224-6337

Seward Fishing Club - Cancellations: WEATHER CANCELLATIONS: We do not cancel ANY trips until the morning of. We do our best to watch the weather, but the reality is- it's always changing in Alaska. If your trip is due to cancellation, you will be notified in person in our office and either rescheduled (if allowable) or refunded 100% REFUND POLICY: Due to our season only being 4 months long, we cannot afford cancellations. We understand issues arise. If you have an emergency, your trip will either be offered as a credit for another time or refunded ONLY if the seats can be filled. Last minute cancellations will result in NO REFUND. We do our best to work with every guest and would appreciate guests working with us and letting us know as far in advance as possible so that you are eligible for the seats to be rebooked and refunded.

<https://sewardfishingclub.com/> - 907-953-3099



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Alaskan Sights & Bites - Cancellations: Please notify us promptly if you intend to cancel the tour. Any cancellations made within the 72 hours before the scheduled tour start time will not be eligible for a refund. Customers who need to cancel a tour within this time frame will be given the option to reschedule for a different date, subject to availability. We understand that unforeseen circumstances may arise. We will make every effort to accommodate our customers' needs within this policy. We strongly recommend that customers purchase travel insurance to protect against any potential cancellations or unforeseen events. Gift cards are non-refundable. alaskansightsandbites.com - (833) 807-2300

Snowhook Adventure Guides of Alaska - Cancellations: We monitor weather and trail conditions for the safety of our tours. In the event that weather and/or trail conditions prevent the start of the tour as scheduled, we will try to delay the start time on the same day to be flexible to your plans; if you are unable to reschedule we will refund the cost of your tour to you. SAGA guides and staff are scheduled based on reservations. For this reason, SAGA requires at least 72 hours' notice if you wish to change or cancel your reservation. Cancellations received with at least 72 hours advance notice are eligible for a refund less 25% of the full booking charge. Cancellations initiated by guest and not by SAGA with less than 72 hours' notice are not eligible for a refund. Late arrivals for a tour or no shows are not eligible for a refund. snowhookadventures.com - (907) 414-4547



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Talkeetna River Guides - Cancellations: Customers will receive 90% refund with 48 hours or more notice of cancellation--10% will be held for processing fees. There is no refund if cancellation is less than 48 hours. Contact us by phone to cancel or inquire about a cancellation. No-shows will be charged the full price. talkeetnariverguides.com
- (800) 353-2677

Denali Zipline Tours - Cancellation Policy: Please note that once you have booked a tour with us it means that we have reserved time in our schedule exclusively for you. At Denali Zipline Tours, we strive to provide our customers with the best possible experience. As part of our commitment to our customers, we have established a 48-hour cancellation policy for all tour reservations. Cancellation Outside of 48 Hours: If you need to cancel your reservation outside of 48 hours prior to the scheduled tour date, you will receive a refund of your payment, less a 20% administration fee. If you cancel your reservation online, an additional 6% Fareharbor transaction fee will also be deducted from your refund. Changing Reservation Date or Time: We understand that plans can change, and if you need to change your reservation date or time, you may do so up to 48-hours prior to your originally scheduled tour, at no charge. No Refunds or Reschedules with Less Than 48-Hour Notice: We do not offer refunds or reschedules for cancellations with less than 48-hour notice. If you cancel your reservation, you will be charged 100% of the tour fee. Please be advised of this policy before booking. No-Shows: If you fail to show up for your scheduled tour, you will be responsible for 100% of the trip fees. We operate on a strict time schedule with little to no wiggle room. Late arrivals and no-shows will not be refunded. denaliziplanetours.com - (907) 733-3988

Stoney Creek Canopy Adventures - Cancellation Policy: Please note that once you have booked a tour with us it means that we have reserved time in our schedule exclusively for you. At Stoney Creek Canopy Adventures, we strive to provide our



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customers with the best possible experience. Cancellation Outside of 48 Hours: If you need to cancel your reservation outside of 48 hours prior to the scheduled tour date, you will receive a refund of your payment, less a 20% administration fee. If you cancel your reservation online, an additional 6% Fareharbor transaction fee will also be deducted from your refund. Changing Reservation Date or Time: We understand that plans can change, and if you need to change your reservation date or time, you may do so up to 48-hours prior to your originally scheduled tour, at no charge. No Refunds or Reschedules with Less than 48-Hour Notice: We do not offer refunds or reschedules for cancellations with less than 48-hour notice. If you cancel your reservation, you will be charged 100% of the tour fee. Please be advised of this policy before booking. No-Shows: If you fail to show up for your scheduled tour, you will be responsible for 100% of the trip fees. We operate on a strict time schedule with little to no wiggle room. Late arrivals and no-shows will not be refunded. stoneycreekca.com - (907) 224-3662

Alaska Trail Guides - Cancellation policy to protect our ability to operate tours and maintain our price structures. We highly recommend purchasing travel insurance in order to safeguard against any unanticipated changes to travel plans. Day Tours: 15 days or more prior to trip date: full refund. 8 – 14 days prior to trip date: 50% refund. 7 days or less prior to trip date: non-refundable. If you do need to cancel the reservation for any reason prior to your trip date, we require all cancellation requests in writing by email to info@alaskatrailguides.com. <https://alaskatrailguides.com/> (907) 317-5707

Alaska ATV Adventure - You must call within 15 days ahead of your scheduled tour for a full refund less a \$25 processing fee. There are no refunds



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for cancellations of 14 days or less of your tour, or if you decide not to ride.

<https://alaskaatvadventures.com/faqs/#:~:text=What%20is%20your%20refund%20and,you%20decide%20not%20to%20ride>. 907-320-0007

Alyeska Tram/ Alaska Wildlife Conservation Center/ Alaska Zoo – The center must be closed the entire day to be refunded or exchanged. If the tickets are lost or stolen we are not able to re-issue or duplicate the tickets. ALL TICKET SALES ARE FINAL.

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Joint Base Elmendorf Richardson (JBER) – Information Tickets and Travel (ITT)

ITT - All sales are final and non-refundable within 72 hours of travel. For medical emergency/ TDY/ or any other valid cancellations less than 72 hour before travel require legal documentation for incident. All changes are subject to a \$15 change fee per person per trip. Cancellations more than 72 hours will only receive 75% of the cost. All changes or cancellations must be made during business hours through Joint Base Elmendorf Richardson Information, Tickets & Travel Office at 907-753-2378.

All Skii Lift Tickets– The Full mountain must be closed the entire day to be refunded or exchanged. If the tickets are lost or stolen we are not able to re-issue or duplicate the tickets.
ALL TICKET SALES ARE FINAL.

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Joint Base Elmendorf Richardson (JBER) – Information Tickets and Travel (ITT)

Lower 48 – All ticket sales are final, non-refundable and cannot be transferred, ticket cannot be reprinted or duplicated. All change to tickets need to be done before tickets leave the office, our office will be liable for lost, stolen, damaged, or confiscated tickets.

Alaska - All sales are final and non-refundable within 72 hours of travel. For medical emergency/ TDY/ or any other valid cancelations less than 72 hour before travel require legal documentation for incident. All changes are subject to a \$15 change fee per person per trip. Cancelations more than 72 hours will only receive 75% of the cost.