



## CANCELLATION POLICIES

### THE ICE HELI CAVE ADVENTURE

#### **Cancellations**

All cancellations made by the guests within a 15 days period of scheduled tour times are subject to the full cost of the tour and will be charged against the credit card on file. This includes any credit card information provided to third parties with whom Head-Line has created a Packaged Experience. Cancellations made in advance of 15 days will be subject to an administration fee of 10% of the tour cost. This policy is strictly based on Head-Lines services and is in no way reflective of any third-party suppliers policies.

#### **Weather**

Weather is very difficult to predict in a mountainous environment. It's easier to plan when the weather outlook is extremely good, (High chance of success) or when it is extremely poor (High chance of being canceled or postponed) however, most mountainous weather can be described as "unsettled" which requires particular skill and resources to predict if an experience will proceed or not. This process typically begins 3 days in advance of an experience. The weather system is closely monitored from this point forward. Despite our best efforts and those of the pilots, it is not possible to guarantee that the weather will cooperate on the date of your planned experience. Cloud, fog, high winds, arctic outflows and freezing rain are just some of the factors to be considered.

This often means that certain services and resources have been secured on your behalf which are non-refundable including purchases, rentals and retainers allocated to third party suppliers which are also non-refundable. Other aspects of your package may be executable for which services are also non-refundable.

Please note that 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.

#### **Same Day Weather Cancellation Policy**

Please note that every effort is made to minimize these impacts and related costs such as:

- 1 - Cancelling or postponing an experience several days in advance (Refund less 10% administration fees)
- 2 - Delaying the experience to later in the day (No Refund)
- 3 - Delaying the experience 1 - 2 days (No Refund - Additional cost may be incurred)
- 4 - Complete postponement to a later date (No Refund - Additional cost may be incurred)
- 5 - Complete cancellation of the experience due to weather on the day of the event. (Refunds for unused portions of Helicopter time.

#### **Heli Refunds**

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





SHANGRI-LA  
VANCOUVER

HEAD-LINE  
MOUNTAIN HOLIDAYS

### **Refund Processing**

Refunds will be issued through the Shangri-La. Any associated fees for such transfers including 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.

### **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.

### **Travel Insurance**

We highly recommend all guests purchase trip cancellation insurance, trip interruption insurance, medical insurance and emergency evacuation insurance. Contact your insurance broker to purchase or inquire with either of these companies. [Lifestyle Financial Services](#), [Travel Guard](#), [CSA Travel Protection](#).

