



## **TIMBERWOLF TOURS LTD.**

Site 34, 51404 Range Road 264  
Spruce Grove, Alberta, Canada T7Y 1E4  
Tel. 001 780 470-4966  
Fax 001 866 339-3960  
info@timberwolftours.com

## **BOOKING CONDITIONS**

### **Timberwolf Tours Ltd. guarantees to operate the tour in an orderly fashion**

#### **BOOKING:**

We accept applications on a first come first serve basis. Only after we confirm your booking do we ask for a deposit of 20% of the total price of the tour. The balance is due 45 days prior to the starting date of the tour. Timberwolf Tours Ltd. reserves the right to cancel your tour if the tour is not paid in full by this date. The deposit will be refunded subject to the conditions stated below.

#### **TAXES:**

Canada's value added tax (GST) is 5%, the Province of Alberta does not have an additional provincial tax. This 5% tax is already included in our prices .

#### **CANCELLATION BY THE CUSTOMER:**

In case of cancellation of the travel agreement we are entitled to a cancellation fee. The cancellation should be in writing, forwarded to us or the travel agent. From the date of receipt the cancellation fee is calculated as follows:

31 or more days before start of tour:	full refund less \$25.00 credit card- or bank charges
21st - 30th day before start of tour:	full refund less 20%
14th - 20th day before start of tour:	full refund less 40%
8th - 13th day before start of tour:	full refund less 60%
1st - 7th day before start of tour:	no refund unless you find replacement.

#### **CANCELLATION AND REFUND BY TIMBERWOLF TOURS LTD.:**

If the minimum number of participants has not been reached, we reserve the right to cancel a tour 14 days prior to start of the tour. You will be notified immediately and you are entitled to a full refund. There is no minimum number for tours with guaranteed departures.

If we or our partners are forced to change the itinerary due to unforeseen circumstances, like forest fires, floods, breakdowns, all decisions are left to the discretion of the tour guide.

#### **WAIVER OF LIABILITY:**

Like all operators of adventure products in Canada and USA Timberwolf Tours must carry liability insurance. Insurance companies demand that prior to starting a tour all participants' sign a "Waiver of Liability". There are no exceptions. A sample copy can be found on the "About Us" page of our website. The bus and all passengers are insured separately.

You will receive prompt confirmation of booking and payments.

Payment in CDN\$ by cheque or bank transfer, Visa or MasterCard

RBC Royal Bank  
39 Athabasca Avenue  
Devon, Alberta  
Canada T9G 1G5  
Transit Nr. 03419, Institution Nr. 003  
Account Nr. 1010511, Timberwolf Tours Ltd.  
Swift Code for transfers in CDN\$: ROYCCAT2  
For transfers in US\$: ABA 021 0000 21

You are responsible for your bank's transfer charges.