

## **BOOKING POLICIES**

A trip to Alaska is no casual endeavor. Our booking policy offers as much flexibility and security as possible for us all. Read on to learn more about booking your running trip to the Last Frontier.

### Pricing:

Prices for various trips are quoted on our website and payable in USD.

Price includes all lodging, ground transportation, all or most breakfasts and most dinners, guided trail running and side excursions. Guests are responsible for all other purchases, including (but not limited to) flights to and from Alaska, souvenirs, and adult beverages.

### Reservations:

To register for a trip, please visit our "Retreats" page, select a trip, and follow the prompts to secure your space on that date.

A \$1000 non-refundable deposit is required to reserve your spot. The balance of your trip cost will be divided into 2 payments spread over time from your registration until May 1st (when all payment is due). Cancellation schedule is as follows:

- > 61-120 days before departure: 50% of trip cost forfeited
- > 0-60 days before departure: 100% of trip cost forfeited

Guests will be invoiced after registration and deposit is received, with the payment schedule outlined above.

After reserving your spot, you'll receive access to an online guest registration portal with all paperwork including this booking policy, covid considerations policy, a liability release form, your runner's profile survey, and packing list. The runner profile and liability release must be filled out by May 1st. We will notify you of these payment and paperwork deadlines.

## **Cancellation Policies**

### Cancellation by a Guest:

Your cancellation must be received in writing by mail or email, confirmed by phone call, and is subject to the following fees per person:

- 61-120 days before departure: 50% of trip cost forfeited
- 0-60 days before departure: 100% of trip cost forfeited

### Cancellation Due to Government Regulation Changes in Response to COVID-19:

If government COVID-19 regulations change and definitively prevent you from traveling to Alaska, even if they change at a later date and allow you once again to travel, you have two options:

Option A) Move your trip forward a year free of charge and incur no fees.

or

Option B) Receive a refund, minus any expenses that Run Alaska Trails has incurred. These expenses may relate to lodging deposits or purchase of food or supplies in anticipation of our hosting you. Run Alaska Trails will process this refund after your trip completion date, and accompany it with documentation and receipts.

### Cancellations or Changes by Run Alaska Trails

If we are forced to significantly alter or cancel your trip due to Force Majeure (unforeseeable circumstances beyond our control that prevent fulfillment of a contract), we will advise you as soon as possible. Examples include a change in pandemic regulations or civil unrest or war. In this situation, you can choose from one of the following options:

1. Accept our offer of a comparable replacement trip, subject to availability, or
2. Receive a full refund, minus any expenses that Run Alaska Trails has incurred. These expenses may relate to lodging deposits or purchase of food or supplies in anticipation of our hosting you.

### Unused Portions of a Trip

No refunds will be issued for any unused portion of a trip once the trip begins, including but not limited to if you leave a trip for any reason, miss the trip's departure date or an activity, or have to be removed, quarantined, or evacuated from a trip. Guests are welcome to take a day of rest during our week (other than any rest time included), skip any meals included with our trail running trip and/or forgo any services or items included in our run package. However, no refunds or proration will be issued on any services or items declined by trip participants.

Trips begin upon client pick-up at specified locations. Run Alaska Trails is not responsible for delays in clients' arrival to Alaska. Late arrivals due to weather, flight schedules, and other events beyond our control are the responsibility of our clients. Run Alaska Trails will make every effort to have late clients join the group and the trip already in progress, however: no refund or proration of trip fees, nor assumption of cost for transportation, will be issued for clients not starting the trip as booked on their designated departure.

There are no exceptions to this cancellation and refund policy, including for reasons related to weather, civil strife, personal, family, or medical emergencies or any other circumstances. For this reason, we highly recommend that you protect your experience by purchasing travel insurance.

## **TRAVEL AND EMERGENCY INSURANCE**

### For Your Booking:

We highly recommend travel insurance to cover your trip to and from Alaska. Most travel insurance plans cover medical emergencies, trip cancellation, trip interruption, delays, medical evacuation, and lost, damaged, or stolen luggage. Contact a representative with a reliable agency to discuss various options, making sure the plan you choose will cover the three big things you worry about while traveling: you, your experiences, and your stuff. With your runcation being non-refundable in certain instances and after a certain point, we strongly encourage you to include the full cost of your trip in your policy.

### In the Event of an Emergency:

The Last Frontier as backdrop to your runcation offers a spectacular setting in which to “run wild”, but the wilderness factor does add a level of risk to all activities outside. In the unlikely event of an accident, rescue services in Alaska are generally excellent and widely available. We recommend living like a local while here and purchasing a membership to [LifeMed Alaska](#). LifeMed Alaska provides 24/7 critical care air ambulance service throughout the state with full-scope transports using an advanced fleet of Learjets, turboprops, and helicopters. The agency also provides on-demand ground ambulance service to ensure continuity to each patient in their care. The annual fee is \$49 per person and is worth the peace of mind.

Additional information addressing more specific details of our trips can be found on our [FAQ page](#). We're excited to see you this summer and can't wait to facilitate a runcation of a lifetime.