



SWS Mountain Guides

110 Alpine St.

Mt. Shasta, CA 96067

info@swsmountainguides.com

www.swsmountainguides.com

Phone: 888.797.6867

Cancellation & Refund Policy, Payments, Travel Insurance, Transfers, Weather Credits

Travel Insurance: SWS Mountain Guides strongly recommends that all participants purchase travel insurance to protect themselves from unforeseen circumstances. In addition, travel insurance can protect your investment in a trip if you must cancel at the last minute. SWS Mountain Guides recommends [Global Rescue & Travel Insurance](#) for your adventure travel & rescue insurance choice; they have many options & work with you to get you the best coverage.

Domestic Courses, including Custom & Private Guiding:

A non-refundable 50% deposit is required with each reservation, and the BALANCE is due 30 days before the course starting date. If you pay your course fee in total and cancel your reservation 30 days or more before the course start date, your course fee balance is refundable, less your non-refundable deposit. We are sorry, but NO REFUNDS are made within 30 days before the course starting date.

Travel Insurance Highly Recommended: [Global Rescue & Travel Insurance](#)

International Expeditions & Treks: A 25% deposit is required to book International Expedition or Trek; an additional 25% deposit is required 90 days before departure, with the balance due 60 days prior to departure. If you cancel your reservation 90 days before your expedition or trek, a \$1,000.00 cancellation fee is required, and your expedition or trek fee balance will be refunded. Between 90-60 days before the course, a 50% cancellation fee is required, with the balance refunded. We are sorry, but NO REFUNDS are made within 60 days before the course starting date. **Travel Insurance Highly Recommended:** [Global Rescue & Travel Insurance](#)

Transfer Fees:

You may move your domestic course fee (deposit and balance) to another scheduled course when we receive a \$100.00 non-refundable transfer fee 30 days before your domestic course date. Sorry, no transfer within 30 days of your domestic course departure date. Note: Policy does not apply to International Treks and Expeditions.

Canceled Courses:

Sierra Wilderness Seminars Inc., dba SWS Mountain Guides, California Ski Guides and California Rock Guides reserves the right to cancel and reschedule climbs or courses due to minimum bookings (make it go guarantee) or other unforeseen circumstances. You will receive a refund or credit when the course is canceled, rescheduled, or transferred to another course. SWS Mountain Guides, aka Sierra Wilderness Seminars Inc., is not responsible for additional expenses, including non-refundable airline tickets, equipment, medical expenses, etc. We recommend you obtain trip cancellation insurance to protect yourself. [Global Rescue & Travel Insurance](#)

Weather Credits and Rescheduled Climbs & Courses:

Sierra Wilderness Seminars Inc. reserves the right to reschedule seminars and courses due to severe weather conditions or other uncontrollable circumstances which make the course or climb unsafe to continue. Weather Credit or Partial Weather Credit will be given for courses or climbs during or within 24 hrs. of the course start dates if severe weather conditions or other uncontrollable circumstances make the course or climb unsafe to continue. Our decision will be at the discretion of the climb leader and the Director(s) of SWS Mountain Guides.

Note: Weather credit is an SWS Mountain Guides, California Ski Guides, or California Rock Guides Gift Certificate. Which can be redeemed for any courses, climbs, or clinics offered by SWS Mountain



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Guides, California Ski Guides, or California Rock Guides. These credits are encouraged to be used within one year. To have it extended, please get in touch with the SWS Mountain Guides Office at 888.797.6867.

Make it go Guarantee Policy:

If you book a regularly scheduled course or climb and are the only client on the course or climb, we will contact you two weeks before departure to give you your "Make it go Guarantee Policy" options. At that point, we will provide you with the choice of three options below:

Option"A": Pay the "Make it go Guarantee" Surcharge of \$100.00 per day, and we will run the course as a private one-on-one with our guide.

Option"B": Transfer to another course with additional clients at no charge.

Option"C": Cancellation of the Course or Climb with a full refund.

A win-win for all involved; you get your course on the date you want, my scheduled guide receives the work, and my company, with the surcharge, covers our direct expenses and breaks even. Our option is available for all regularly scheduled courses and climbs, so you can feel free and book your climb knowing that you can "Make it Go"

Note: SWS Mountain Guides meets its minimum of two clients for the course or climbs at the last minute your "Make it Go Guarantee" Surcharge is refunded.

Exceptions: Applies only to Regular Scheduled SWS Mountain Guides Climbs and Courses as scheduled on the SWS Mountain Guides website. Excludes Custom Trips, International Expeditions, and third-party courses or climbs.

Tipping / Gratuities:

Tipping is customary on guided trips and is usually between 10% to 20% of the cost of the climb. If you are pleased with the service provided by your guide or instructor and if the guide has gone beyond the scope of instruction to help you with the enjoyment of your course or climb, then a gratuity is always appreciated.

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