



# NORTHERN ALASKA TOUR COMPANY

PO Box 82991, Fairbanks, Alaska 99708

As of 2 Mar 09

## 2009 Barrow and Nome Adventure – Cancellation Policy

(packaged by Explore Tours/Alaska Vacations)

### **NAMES:**

Correctly spelled first and last name of each guest as it appears on his/her government issued identification must be provided at the time of reservation. Change fees will apply if the names are not correct on the tickets. Guests whose names are not ticketed correctly may be denied boarding on day of departure resulting in a non-refundable ticket.

### **CHANGES:**

There is a \$150 per change fee for any changes made to this reservation once it has been made (name spelling or date/flights) plus any additional fees associated with a higher ticket price if the reservation is changed to a new day. An exchange of travelers is not allowed.

### **CANCELLATION:**

Due to restrictions of commercial air travel final payments are **refundable as follows**: Cancellations received outside of **60** days prior to the tour date are charged a **\$50 cancellation fee** and refunded the remaining balance.

**60 - 46 Days Prior to Departure 50% Penalty**  
**45 - 21 Days Prior to Departure 75% Penalty**  
**20 or less Days Prior to Departure 100% Penalty**

Please note, the Explore Tours/Alaska Vacations office is only open Monday – Friday 8:00 AM – 5:00 PM Alaska Daylight Savings Time. It is NOT OPEN on Saturday, Sunday, or holidays (Easter, Memorial Day, 4<sup>th</sup> of July, Labor Day). This must be taken into consideration when a cancellation is made as the cancellation request must be received by their office, not the Northern Alaska Tour Company office, by that time. A reservation you made with Northern Alaska Tour Company must be cancelled via Northern Alaska Tour Company. If a cancellation request is received by Northern Alaska Tour Company after hours or on a Saturday, Sunday, or a holiday, it will be sent to Alaska Vacations when received; however, Alaska Vacations will not process it until the next business day. That is when the counting will begin to determine the penalty which will apply.

No refunds will be made on unused portions of any itinerary omitted by the passenger while traveling.

### **CANCELLATION OF FLIGHT BY ALASKA AIRLINES:**

The tours sold herein have an increased risk of cancellation or rescheduling due to uncontrollable circumstances such as adverse weather conditions. It may be necessary to delay a departure, expedite a departure or cancel a tour entirely.

Unfortunately, under these circumstances, refunds will not be available. Any additional costs incurred due to trip disruption such as, but limited to meals or forced overnights are the responsibility of the guests.

At the sole discretion of the airline, a voucher for airline travel at a future date may be issued, however, if one is traveling with a tight timeframe that does not lend itself to rescheduling or does not likely have use for such vouchers at later time, travel insurance is strongly recommended. [www.travelguard.com](http://www.travelguard.com)

**Responsibility, Liability and Extra Costs:** As the tour operator, Vendor contracts with carriers, hoteliers and other independent suppliers to provide the travel services you purchase. These parties are independent suppliers; Vendor has no direct control of the supplier or their products. We are responsible for effectively reserving and coordinating the itinerary only. Vendor is not responsible with respect to any claims, losses, damages, additional costs or expenses. All packages are sold under the business management of Explore Tours LLC / Alaska Vacations (Vendor).

Phone 907.474.8600 Fax 907.474.4767

e-mail [adventure@northernalaska.com](mailto:adventure@northernalaska.com)

[www.northernalaska.com](http://www.northernalaska.com)