



TERMS AND CONDITIONS

1. General Information

Wheatonriver Wilderness Retreat is a tourism business owned and operated by Carmen Perren. Wheatonriver Wilderness Retreat is registered in Whitehorse, Yukon Territory, Canada.

2. Registration and Payments

A registration is binding for both parties with written confirmation from Wheatonriver Wilderness Retreat. A non-refundable deposit of 20% of the booking fee is required to hold a reservation; the balance is due 3 days prior the start of the arrangement. We accept cash, bank transfer or e-transfer– sorry no credit cards.

2.1 Cancellation Policy

All cabin rental cancellations have to be made in a written format and are subject to the following fees:

<i>Cancellation made</i>	<i>Due Fee</i>
Up to 60 days prior to arrival	20% of total amount
59–30 days prior arrival	30% of total amount
29 –4 days prior to trip or rental	50% of total amount
3 –0 days prior to trip or rental	100% of total amount

Cancellation deadline is the day Wheatonriver Wilderness Retreat received the written cancellation. If payments have been made to a travel agency, Wheatonriver Wilderness Retreat is bound to fulfil its contract only if appropriate payments have been forwarded from the travel agency to Wheatonriver Wilderness Retreat.

Refunds may take up to 10 business days.

2.2 Changes in Prices

The following exceptional events may cause changes to prices advertised on the internet or as part of an offer:

- recently introduced governmental duties or taxes
- other governmental imposed fees, such as GST, etc.

Any changes to prices originally published or otherwise made in respect to the a.m. reasons will be made public by Wheatonriver Wilderness Retreat 30 days prior to booking begin.

3. Retreat policy

- Any damage caused to the rental unit during your stay (including but not limited to: furniture, fixtures, floor, appliances and exterior), will be charged.
- Disorderly behaviour and/or excessive noise will not be tolerated and may result in eviction from your rental unit without refund.
- Please accept our neighbours privacy and do not walk into or through private property
- Smoking is not permitted in any of the cabins or guest rooms.
- Wheatonriver Wilderness Retreat offers on-site activities, guided or non-guided. It is mandatory for each participant to sign a liability waiver prior to attending any activities or renting any leisure equipment.

4. Trip Implementation and Changes to the Itinerary prior and during the Trip

Due to circumstances beyond Wheatonriver Wilderness Retreat control, and whenever Wheatonriver Wilderness Retreat deems the changes necessary, Wheatonriver Wilderness Retreat retains the option to cancel a booking as well as to change the trip itinerary or parts of it (e.g. accommodation, transportation, transportation means, specific activities). All changes are made with the best interest of the customer in mind.

Wheatonriver Wilderness Retreat will not be liable for any changes to the booking itinerary made as a result of: force majeure, decisions made by local authorities, strikes, inclement weather conditions or any delays caused by a third party, all these events not being caused by Wilderness Retreat.

Wheatonriver Wilderness Retreat nevertheless will always aspire to provide adequate alternatives for any changes or cancellations made.

5. Premature Return Travel

No refunds will be paid whenever a customer decides to withdraw himself from the cabin rental and/or is planning a return prematurely.

6. Liability / Insurance

Wheatonriver Wilderness Retreat is not responsible for any theft of damage to vehicles or other personal property. Ensure to take your valuables with you all the times.

Activities arranged by Wheatonriver Wilderness Retreat are inherent to certain amounts of risk. The trips often take place in remote areas without medical care and/or with poor communication means. In the event of an accident or illness, there may not be the possibility of quick or timely rescue actions. With the signed registration, each participant indemnifies Wheatonriver Wilderness Retreat from all and any liability to damages made to the participant's personal health, his personal property or that of a third party.

It is in the participant's own responsibility to acquire adequate insurance coverage, including medical care and property loss/damage as well as search and rescue/evacuation actions.

Wheatonriver Wilderness Retreat also recommends purchasing insurance that covers trip cancellations and/or costs that may occur due to delays made at arrival or departure.

Wheatonriver Wilderness Retreat will not be liable for non-compliance of any contracts made with Wheatonriver Wilderness Retreat, if these were caused by the negligence of a participant. Wheatonriver Wilderness Retreat will also not be liable for non-compliance of any contracts made with Wheatonriver Wilderness Retreat, if these were caused by the negligence of a third party that is involved in the fulfilment of agreements provided for in the contract.

Compensation claims are not possible. Wheatonriver Wilderness Retreat cannot be held responsible for delays/no shows due to delayed airplanes or denied entry into Canada.

7. Insurance

Each participant is responsible to check for and comply with all necessary travel requirements. Instructions made by Wheatonriver Wilderness Retreat or its staff shall be followed at all times. All facilities and equipment owned by Wheatonriver Wilderness Retreat must not be used without consent and proper instructions made by Wheatonriver Wilderness Retreat and its staff. Participants under the age of 19 are required to provide a waiver of liability signed by either a legal parent or a legal guardian.

8. Local Activities

Wheatonriver Wilderness Retreat cannot assume any responsibility for activities or excursions being booked locally and/or not being conducted by Wheatonriver Wilderness Retreat itself.

Whitehorse, June 2023