

## Friends of Fish Creek

### Minibus Tours – Terms & Conditions – Page 1 / 2

**Thank you for your interest in Friends of Fish Creek Minibus Tours. To ensure your minibus tour in Fish Creek Provincial Park is enjoyable and safe, we ask that carefully read the following information.**

The Friends of Fish Creek have been running safe, successful and fun opportunities for the public to connect with nature since 1992. Our goal is to foster understanding of and respect for nature while creating memorable experiences for participants. Many of our programs take place outdoors and carry both perceived and real risks associated with nature, such as uneven and/or slippery terrain, weather, possible interaction with wildlife, etc. Our leaders are trained in safety and program delivery, and have undergone Police Information and Vulnerable Sector Checks. Our leaders are trained in Standard First Aid and carry a No. 2 Regulation First Aid kit. I understand that, although Friends of Fish Creek staff and volunteers will do their best to mitigate any potential hazards to the group, there are risks that are out of human control.

**Photographs may be taken of groups participating in our programs to be used for Friends of Fish Creek promotional and reporting purposes. If you do not want your tour to be photographed, please send an email to [chris@friendsoffishcreek.org](mailto:chris@friendsoffishcreek.org)**

#### **BOOKING POLICY**

The Friends of Fish Creek strive to provide safe and enjoyable experiences for the public to learn about the park from the comfort of our open-air minibus. Tours must be booked in a timely manner to allow time to schedule Tour Guides and Drivers. In order to do this, please adhere to the following Booking Procedures. Bookings are accepted on a first come, first served basis; please book early to avoid disappointment.

#### **Booking procedures and important information:**

- Bookings must be made a minimum of 4 weeks in advance of tour date.
- Payment must be received through PayPal, cash or cheque by the Friends of Fish Creek a minimum of 3 weeks in advance of tour date.
- The minibus is designed to seat eight passengers comfortably (including caregivers/support workers, but not including Tour Guide and Driver). If there is anyone in your group who requires more space (for instance, if it is necessary for a rider to bring any kind of equipment on the minibus that would take up considerable space, such as an oxygen tank), we ask that you take that into account when you make your booking and adjust the number of passengers accordingly.
- Friends of Fish Creek staff, volunteers, guides and drivers cannot be responsible for physically assisting passengers with limited mobility on and off the minibus. This is the responsibility of your group's caregivers/support workers who must be present if support is required for passengers to board the minibus.
- Please arrive 10-15 minutes prior to the start of your tour.

## Minibus Tours – Terms & Conditions – Page 2 / 2

### Cancellation and rescheduling:

In the event of serious illness, accident, national calamity, or other unavoidable or unforeseen occurrence that makes the fulfillment of this contract impossible by either party, the following table will determine outcome:

Situation	Outcome	
Tour Rescheduling requested by Friends of Fish Creek	<ul style="list-style-type: none"> <li>☞ Successful rescheduling will result in no extra fees</li> <li>☞ If tour cannot be rescheduled, full refund will be issued</li> </ul>	
Tour Rescheduling requested by Booking Party	<ul style="list-style-type: none"> <li>☞ Successful rescheduling will result in \$50 administration fee to be paid to the FoFC in addition to regular tour fee</li> <li>☞ If tour cannot be rescheduled, refund minus \$50 administration fee will be issued</li> </ul>	
Tour Cancellation by Friends of Fish Creek	☞ Full refund will be issued	
	<b>More than 2 weeks' notice</b>	<b>Less than 2 weeks' notice</b>
Tour Cancellation by Booking Party	☞ Refund issued minus \$50 administration fee	☞ <b>No refund will be provided</b>

### Terms and Conditions:

As a representative for the group of passengers (my clients) on the Friends Minibus Tour, I hereby acknowledge:

1. That I am fully aware of the inherent risks associated with spending time in the outdoors and riding in an open-air vehicle, and I agree to conduct myself safely.
2. That I am responsible for ensuring clients are following minibus rules, such as wearing seatbelts and keeping arms and legs inside the minibus at all times.
2. That I waive any claim that I may have against the Friends of Fish Creek and of its directors, staff, partners or volunteers and release them from all liability for any damages, loss of income, costs, expenses, or death or other injuries of any kind whatsoever arising out of injuries or damages sustained by me as a result of my participation in this activity.
3. That the Friends have the right, under recommendations from the driver and/or tour guide, to remove any person from the tour without consent if any infractions occur that prevent or hinder the safety or enjoyment of others on the tour, or cause risks to public safety.

### Minibus Tours – Terms and Conditions

As a representative of \_\_\_\_\_ (Booking Party)

I, \_\_\_\_\_ (print first name and last name) hereby agree to the Terms and Conditions of the Minibus Tours listed above.

\_\_\_\_\_ (Signature) \_\_\_\_\_ (date)

*If you have any feedback or suggestions to improve these experiences, or if you have tour ideas, please contact Shana Barbour-Welsh, Programs Assistant, at [programs@friendsoffishcreek.org](mailto:programs@friendsoffishcreek.org) or at 403-238-3841.*