

Friends of Fish Creek Terms & Conditions – Private Tours

BOOKING POLICY

Bookings are limited and accepted on a first come, first served basis; please book early to avoid disappointment.

Bookings and payment must be received a minimum of 3 weeks in advance of the first tour date option chosen.

Please arrive 10-15 minutes prior to the start of your tour to ensure your tour experience can be in a timely fashion.

Minibus Tours Only: 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 or physical mobility aides), 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 and volunteers 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.

All Minibus riders are responsible for following the Minibus rules, such as wearing seatbelts and keeping arms and legs inside the Minibus at all times, to ensure their own personal safety.

WHAT TO BRING & WEAR

Encourage your group to dress for the weather (hat, layers etc), wear sturdy footwear, and bring a personal bottle of water. Sunscreen and bug spray also recommended to be comfortable for the duration of the outing.

CANCELLATION AND RESCHEDULING

The Friends of Fish Creek may cancel outings due to weather or other unforeseen circumstances. Cancellations based on weather will occur a minimum of four hours prior to the tour time, while those based on unforeseen circumstances – such as volunteer illness/emergency – will be addressed immediately once Friends' staff are informed of the situation. Cancellations will be communicated to the contact person named on the booking form via phone and email. The table below outlines our full booking policy and outcomes related to cancellation by the Friends or the booking party, if circumstances make the fulfillment of this contract impossible by either party.

Tour Rescheduling requested by Friends of Fish Creek - Successful rescheduling will result in no extra fees. If tour cannot be rescheduled, a full refund will be issued.

Tour Rescheduling requested by Booking Party - Successful rescheduling will result in a \$50 administration fee. If tour cannot be rescheduled, a refund minus \$50 administration fee will be issued.

Tour Cancellation by Booking Party with more than one week's notice – refund minus \$50 administration fee

Tour Cancellation by Booking Party with less than one week's notice – no refund

Tour Cancellation by Friends of Fish Creek - Full refund will be issued

PRIVACY STATEMENT

The Friends of Fish Creek Provincial Park Society is committed to maintaining high standards of confidentiality, respecting our members and volunteers and the personal information that they provide us with. We will not sell or trade your personal information. By requesting a booking, you are consenting to receiving emails from us about this booking and future similar opportunities. You may unsubscribe at any time.

INSURANCE/LIABILITY

All individuals are required to sign a Friends of Fish Creek waiver prior to tours commencing, indemnifying the Friends of any liability on these outings. Organizations are required to provide proof of insurance for program participants if they have it, otherwise a Friends' waiver will need to be signed by each individual on the tour. The signed waiver indemnifies the Friends from any claim made against the Friends of Fish Creek and of its directors, staff, partners or volunteers and releases 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.

INFORMED CONSENT

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. Although Friends of Fish Creek staff and volunteers do their best to identify and mitigate potential hazards, there are some risks that are out of our control.

PHOTO RELEASE

Photographs may be taken of individuals and groups participating in our programs to be used for promotional and reporting purposes. If an individual in your group would prefer not to be photographed, please notify the Friends of Fish Creek volunteer or staff.