

One-Day Program Registration and Cancellation Policy

This policy applies to trips/clinics of 24 hours or less in duration and supersedes the general policy listed in our catalog.

Registration

Payment in full, trip registration form, personal/medical information fact sheet, activity waiver and cancellation policy acknowledgement must all be received by The Northwest Passage by the close of the last business day preceding the trip or clinic. ***NWP staff are unable to take payment or paperwork at the trip site.***

Cancellation

Because we incur certain pre-trip expenses, and high demand for our one-day and evening programs, the following policy will apply if you must cancel or change your reservation:

- More than 10 business days before the trip begins, we will issue a refund less a 20% handling fee, or you may transfer to another equivalent program with no penalty.
- Between 2 and 10 business days before the trip begins, we will issue a refund of 50% or you may transfer to an equivalent program with a 15% fee.
- If you cancel within 2 business days of the trip date, no refund is possible. A 30% fee will be assessed for transfer to another clinic or trip. If you do not show up or if you leave the group once the program has begun, no refund or transfer is possible.

Please Note:

- The Northwest Passage strongly recommends that clients obtain trip cancellation insurance. Our office will provide information on available insurance on request. Application for such insurance is the responsibility of the client.
- The Northwest Passage office is not open weekends or evenings. The close of business Wednesday (5 p.m. CST) is considered 2 days before the start of any weekend program, whether Saturday or Sunday.
- In the case of a transfer, registration for the new program is not confirmed until payment of the transfer fee has been received.
- Monies held for transfer on one-day or evening programs are forfeit to the Northwest Passage at the end of the summer season (October 15) unless written arrangements are made before that date for credit toward the following season or another NWP program.
- These programs run rain or shine. In the event that dangerous weather forces The Northwest Passage to cancel the program, we will refund or transfer you without penalty.

Please sign and return the following page and keep this page for your records

The Northwest Passage
One-Day Program
Registration and Cancellation Policy Acknowledgement

Type of Program: _____ Date of Program: _____

Participant's name: _____

I have read and understood The Northwest Passage's registration and cancellation policy. I am aware that the purchase of trip cancellation insurance is recommended and agree that I will not hold The Northwest Passage, Inc. responsible for any expenses incurred by me resulting from cancellation of my trip, accident, sickness, lost or stolen property.

Signature

Date

Please sign and return this page and keep the previous page for your records