



# NORTHERN ALASKA TOUR COMPANY

PO Box 82991 Fairbanks, Alaska 99708

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## 2019 Utqiaġvik Adventure – Cancellation Policy

### NAMES:

Correct spelling of each guest's name as it appears on his/her government-issued identification must be provided at the time of reservation. Change fees will apply if 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 \$125.00 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. An exchange of travelers is not allowed per Alaska Airlines policy.

### CANCELLATION:

Due to restrictions of commercial air travel final payments are **refundable as follows:**

- Cancellations received outside **48 hours** (2 days) prior to the tour date are subject to a **\$125 cancellation fee** and refunded the remaining balance.
- Cancellations received within **48 hours** (2 days) prior to the tour date are completely non-refundable.

Please note, the airline reservation 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.

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 a 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.

Under these circumstances, Northern Alaska Tour Company will attempt to secure a refund on behalf of the guests. **It is important to note that any refund or voucher given is at the sole discretion of the airline, and cannot be guaranteed.** Any additional costs incurred due to trip disruption such as, but not 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. You can find more information on this at the TravelGuard website: [www.travelguard.com](http://www.travelguard.com)

**Responsibility, Liability and Extra Costs:** Northern Alaska Tour Company contracts with carriers, hoteliers and other independent suppliers to provide the travel services you purchase. These parties are independent suppliers; we have no direct control of the supplier or their products. Northern Alaska Tour Company is responsible for effectively reserving and coordinating the itinerary only. We are not responsible for any claims, losses, damages, additional costs or expenses.

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