

# Colorado Mountain Expeditions: Payment and Refund Policy

Colorado Mountain Expeditions recommends that you purchase travel insurance to protect yourself against unforeseen incidents such as injury or family emergencies.

Here are a few travel insurances that we recommend:

- [www.allianztravelinsurance.com](http://www.allianztravelinsurance.com)
- [www.csatravelpro.com](http://www.csatravelpro.com)
- [www.travelguard.com](http://www.travelguard.com)
- [www.travelinsured.com](http://www.travelinsured.com)

## Payment Terms, Cancellation, Bailout Fee, and Refund Policies

Payment	Amount	Due Date
Non-Refundable Deposit	\$500 for shared rooms \$600 for single rooms	Due Upon Registration
Final Payment	Trip Cost Minus Deposit	90 days prior to trip start date *failure to pay final payment at 90 days will result in removal from trip

## Bailout Policy

Colorado Mountain Expeditions offers trips in the rugged backcountry of Colorado. Unfortunately, not all guests who take a trip with CME come prepared. Poor equipment choices, an inability to hike the advertised distances and elevations, trouble at home or work, and many other reasons have led guests to ask for a ride out of the backcountry to either their cars or the closest town. A ride out of the backcountry is not always possible, but when it is, the ride is often very long over very rough roads. Such a ride can be incredibly costly from wear and tear on vehicles to taking a guide away from the trip. A ride from camp will incur a \$250 bailout fee.

If during your trip you decide that you cannot continue hiking, you are always welcome to take a rest day(s) and ride along with the swing crew. There's no fee for continuing on the trip in this manner.

**Any guest experiencing a medical emergency is not subject to the bailout fee.**

## Refund Policy for all Colorado Mountain Expeditions trips

<p>Cancellations-<b>more than 90 days before trip start</b></p>	<p><b>Transfer Option:</b></p> <ul style="list-style-type: none"><li>● Guest can transfer to another trip in the current year- <b>\$100 Transfer Fee</b>. CME will transfer their deposit to the new trip when the \$100 transfer fee is paid (payment must be made within 4 business days).<ul style="list-style-type: none"><li>○ Guests may only move registration to another trip once</li><li>○ No refunds will be provided for the moved-to trip, even if a replacement is found.</li></ul></li></ul> <p><b>Replacement Options:</b></p> <ul style="list-style-type: none"><li>● Guests find their own replacement– no additional fee.</li><li>● Guest is replaced from waitlist -<b>\$100 replacement fee</b>, remaining payment is refunded.</li></ul> <p>Guest forfeits any payments if no replacement is found.</p> <p><i><b>It is very uncommon to be able to replace a hiker from the waitlist with less than 6 months notice.</b></i></p>
<p>Cancellations <b>within 60 days</b></p>	<p><b>Transfer Options:</b></p> <ul style="list-style-type: none"><li>● Guests can transfer to another trip in the current year- <b>\$200 Transfer Fee</b> CME will transfer their deposit (or full payment) to the new trip when \$200 is paid (within 4 business days).</li></ul> <p><b>Replacement Options:</b></p> <ul style="list-style-type: none"><li>● Guests find their own replacement– no additional fee.</li><li>● Guest is replaced from waitlist -<b>\$200 replacement fee</b>, remaining payment is refunded.</li></ul> <p>Guest forfeits any payments if no replacement is found.</p>

	<b><i>It is very uncommon to be able to replace a hiker from the waitlist with less than 6 months notice.</i></b>
<b>Cancellations within 30 days</b>	<b>Transfer Options:</b> <ul style="list-style-type: none"> <li>• No transfers options are available within 30 days</li> </ul> <b>Replacement Options:</b> <ul style="list-style-type: none"> <li>• Guests find their own replacement- no additional fee.</li> <li>• Guest is replaced from CME Waitlist- \$400 fee, remaining payment is refunded.</li> </ul> <b><i>It is very uncommon to be able to replace a hiker from the waitlist with less than 6 months notice.</i></b>

Arrow Adventures LLC (dba CME) reserves the right to cancel any trip because of inadequate enrollment, making it economically infeasible to operate. In this situation, we will offer a full refund, including the ordinarily non-refundable deposit. CME reserves the right to cancel any trip because of good-faith concerns towards the participants' safety, health, or welfare or for any Force Majeure. "Force Majeure" means any circumstances beyond our reasonable control, including, but not limited to, acts of nature, flood, forest fires, extreme weather, sickness, quarantine, pandemic, diseases, and unforeseen circumstances. Arrow Adventures LLC will not be deemed in breach of these terms or otherwise liable to you because of delay in performance or nonperformance of any of its obligations under this agreement to the extent that any such delay or nonperformance is due to any Force Majeure. In these instances, a full trip credit will be issued minus any reasonable expenses incurred by CME related to your booking. Refunds are not offered in these situations. CME is not responsible for additional expenses incurred by preparing for the trip (for example, non-refundable airline tickets, rental cars, clothing & equipment, visa fees, medical expenses, etc.). \*We highly recommend Travel Protection Insurance if you are uncomfortable with any aspect of these policies.