

Cancellation Policy:

- Cancellations received eight (8) days or more in advance of the scheduled pick-up date will receive 20% of their deposit back. We will retain 30% for administrative fees.
- Reservations are non-refundable if cancelled within seven (7) days of scheduled departure.
- Changes made to your booking within 48 hours before departure will be dependent on availability and cannot be guaranteed.
- Cancellations must be received by telephone or email and confirmed in writing.
- Tunnel49 reserves the right to change or cancel any trip due to weather or other unforeseen circumstances.
- Certain exceptions apply to reasons for cancellation.

Operating Policy:

- Tunnel49 will not be responsible for delays or missed flights that are the result of inclement weather, unforeseen road closures, highway construction, abnormally heavy traffic, or any other conditions outside of its control. Be aware that weather, traffic, or unforeseen road closures can severely impact travel times in the mountains. Trip interruption Insurance or Cancellation Insurance is advised.
- In the event of a flight delay, drivers will wait for 30 minutes at no additional charge. Delays beyond 30 minutes from the requested pick-up time, will be billed at \$99/hour plus 5% GST in 15-minute increments.

- For departure flights, travellers must be ready 10 minutes before the scheduled pick-up time. Any delays may result in additional charges. This means having your luggage and group waiting at the pick-up location. Please note that it takes over three (3) hours to get to the Calgary International Airport and over one (1) hour to get to Cranbrook International Airport from Fernie.
- Additionally, customers should plan to arrive at the airport two (2) hours before the scheduled flight departure time for international flights and one (1) hour for domestic flights. Please ensure you've given yourself enough time. Tunnel49 is not responsible for any missed flights.
- YXC Arrivals - Tunnel49 will meet clients at the arrival doors of the Canadian Rockies International Airport. Our shuttle vehicle will be parked out front of arrivals and the driver will be inside awaiting confirmed passengers.
- YYC Arrivals – Tunnel49 will organize a curbside pick-up and will need to be in contact with clients via mobile phone or email. Flight numbers must be provided. A designated pick-up time will be arranged for all arriving clients.

To Confirm:

- Fifty percent (50%) deposit is required to confirm with full payment due seven (7) days before service. Thirty percent (30%) is non-refundable.

Billing Policy:

- The hourly rate starts from the time of departure from our base in Fernie, BC, and ends at the time of return to Fernie.
- If additional time is required, it will be billed at the respective vehicle rate (\$199.99-349.99/hr) If our driver is required to wait due to delays or tardiness the time will be billed at our waiting cost of \$99/hr.

- The person in charge of the booking should make sure that their group is ready before the scheduled departure time to avoid additional charges.
- A credit card must be available on the day of the scheduled service for a \$500 pre-authorization. This will only be charged in the event of any overage in time or cleaning fees.
- Last-minute changes (under 24 hours before pick up) will be billed at the vehicle's respective hourly rate and are subject to availability (\$199.99-349.99/hr)
- Payments can be made by VISA or MasterCard.
- Early morning pick-up requests(before 6am) and late night pick-ups requests(after 10pm) are charged a \$99 surcharge for out-of-business-hours operations
- Prices are in Canadian dollars and US currency and do not include applicable taxes.
- Quotes are subject to change and are valid for 6 months.
- Please note that quotes are used as an estimate only. Prices will be adjusted upon the driver submitting their driver's log.

Refund Policy:

- It is the guest's responsibility to check their itinerary and confirm all information is correct.
- Refunds will not be issued to guests who are denied admission into Canada.
- It is the guest's responsibility to arrive at the dates and times outlined in the confirmation notice, and as per the guidelines above.

- In the event of circumstances out of our control, Tunnel49 reserves the right to cancel any booking without notice. Tunnel49 will make its best effort to reschedule the booking. If a suitable time cannot be found, a refund will be offered, but under no circumstances will Tunnel49 be responsible for the guests' inconvenience or travel expenses.
- Please ensure you have cancellation or trip interruption insurance, as Tunnel49 is not responsible for any delays that may happen due to road closures, weather, or bad traffic.
- There will be no refunds or re-scheduling for guests who do not arrive on time*
- If your charter/shuttle is less than what was quoted, a refund for the unused portion of time will be issued. Except for our 2-hour minimums.

*See operating policy above

Surcharge Policy:

- Tunnel49 Adventure Inc. will charge a 9% fuel surcharge with each booking, along with a 5% for tax. This is not reflected in our prices and will be charged on top of your quoted price.
- At Tunnel49 our rates do not include a driver gratuity. We believe that should be up to the customer's discretion. If you felt like your driver provided outstanding customer service, you may wish to do so by gratuity. If you wish to have this added to your total please let us know beforehand or on the day of. Alternatively, you can bring cash and thank your driver in person. The traditional rate to use for gratuities in Canada is approximately fifteen percent (15%).

Luggage Allowance:

- Passengers are allowed two (2) pieces of luggage, plus one (1) carry-on piece of luggage. An additional charge of \$20.00 will apply to any extra piece of luggage.
- Please notify staff upon time of booking how much luggage you or your group will have and if you have any oversized items.
- Should a trailer be required, it will be billed at \$149.99/day
- Larger luggage like bikes, skis/snowboards, music instruments, and other oversized items should be packed accordingly. Tunnel49 is not responsible for any damage that may occur during transit.
- Tunnel49 drivers will load/unload your baggage for you, but it is the customer's responsibility to see that it has been loaded. Tunnel49 will not be responsible for lost or left luggage that was due to customer negligence.

Cleaning fee:

- A cleaning fee of \$150.00 will be charged in the instance that the vehicle is left unusually or unnecessarily tidy.

Pets:

- Pets are not permitted except for service animals. Please notify our staff upon booking if you will be travelling with a service animal.