



Isle Royale Booking & Cancellation Policy

TRIP PRICE

Trip price includes: guides, a 3% NPS use fee, permits, accommodations, water taxi, kayaks and kayak equipment, personal kayaking safety gear (wetsuit and PFD), transportation to/from Rock Harbor, and meals as stated in the planned itinerary. Rock Harbor Lodge is already collecting a gratuity for wait staff and baggage porters. **Trip price does not include:** mainland parking fees, daily park entrance fees (waived if you have an annual Federal Lands/NPS pass), alcoholic beverages, and gratuity for Woods & Waters guides.

Quoted costs represent a complete package price; itemized individual costs are not available. If participants are booking their own transportation to Isle Royale, that cost will be deducted from trip price.

EXTRA COSTS PROVISION

Although unexpected, changes in vendor pricing are outside of our control and may result in an increase to the overall cost of a trip. Any changes will be communicated as soon as Woods & Waters are aware of said changes. Additionally, on all tours, weather can occasionally affect transportation. If, due to weather or other uncontrollable reasons, you are required to either spend additional time on the island or mainland, or change your mainland travel arrangements, you will be responsible for all additional costs as they fall outside the planned trip and outlined itinerary.

MINIMUM TRIP PARTICIPATION

Each trip requires a minimum of six (6) participants to run. If the minimum number of guests from all reservations for that trip date is not met, Woods & Waters reserves the right to either cancel that trip, offer a transfer to a different trip, run the trip with fewer guests, or provide a full refund.

RESERVATIONS, DEPOSITS, AND PAYMENTS

- Deposits may be made by personal check or credit card.
- Receipt of deposit and/or additional trip payments signifies acceptance of these complete Terms and Conditions.
- After paying the trip deposit, guests may choose to make additional payments through their client dashboard, but it is not required. Guests will be sent a reminder 60 days out which is when the trip balance is due.
- On trips where travel by seaplane is an upgrade option, payment in full of airfare is required when paying trip deposit. If Isle Royale Seaplane no longer has capacity upon booking, we will reach out and discuss your transportation options. Airfare will be refunded if this is the case. Book early.
- **25% of the total Isle Royale trip cost is required as a deposit when departure date is more than 90 days out; 50% of total cost if booked 90-61 days out. 100% of total cost if booked less than 60 days out.**
- **Final payment on principle balance is due 60 days prior to departure. Accounts on which final payment has not been received 59 days prior to the departure date will be canceled without exception.**

CANCELLATIONS AND CANCELLATION FEES

Because other prospective guests may be turned away once you have paid a deposit and general cost of doing business, there are cancellation fees that will apply regardless of why or when you might need to cancel (for pandemic variances, see COVID-19 section below). ***Here is our standard policy:***

- Cancellations must be made in writing or email.
- For cancellations requested within 7 days of initial booking, there is a cancellation fee equal to 3% of booking. This only applies if departure date is more than 60 days away.
- For cancellations requested when trip date is more than 90 days away, there is a cancellation fee equal to 10% of booking.
- For cancellations requested when trip date is between 89 and 60 days away, there is a cancellation fee equal to 25% of booking.
- For cancellations requested when trip date is between 59-31 days away, 50% of the booking is retained.
- For cancellations requested when trip date is less than 30 days away, 100% of the trip cost is retained; if we are able to replace the canceled participants in that less than 30-day time frame, the fee will be reduced to 50% of the trip cost.
- Airfare is refundable within 30 days of departure. Refunds for airfare by guests who opted to fly as an up-charge on their trip will be issued once Woods & Waters been refunded by Isle Royale Seaplane. This does not apply to those trips where airfare is part of the trip cost.
- We do not make exceptions to the cancellation policy for any reason, including weather or personal emergencies. There is no refund for arriving late and missing your scheduled departure, a trip ending early due to unsafe conditions, or participants leaving a trip early. (see *Transfers*)
- *“Booking” refers to monies paid to Woods & Waters.*

CANCELLATION AND/OR REFUND VARIANCES DUE TO COVID-19

The pandemic caused the first-ever season where the ferries and Rock Harbor Lodge did not operate for guests. This decision to not operate a “normal” season was made in mid-May — essentially 60 days prior to the start of our planned trips. With that in mind, our trip balances are not due until 60 days from your departure date, and we fully expect knowing in advance of that date whether or not the 2021 season will proceed. ***These variances only apply if we are unable to run our trips due to operational changes on the island.***

- If Rock Harbor Lodge or the ferries fail to operate for the 2021 season due to the ongoing pandemic, guests will be allowed to transfer their deposit to the following season without penalty. Guests transferring a reservation will also be given first choice once the next season’s dates have been secured. You may be required to pay additional costs if items such as lodging, meals, or transportation prices increase. Next season pricing may not be immediately available.
- ***If trips cannot run due to closures and participants request a refund, deposits and/or additional trip payments will be refunded minus 3%.***
- If you find you or your party are being impacted by COVID-19 in a way that physically limits your ability to participate and have a reservation with us, please contact us directly regarding transferring your reservation or refunds.

TRANSFERS

- If spots are available on a different trip within the same season, you may transfer between trips. The first transfer is free; additional transfers will be charged \$5 per reservation.
- If moving trip to a different season from the one originally booked, you may be required to pay additional costs if items such as lodging, meals, or transportation experience price increases. Next season pricing may not be immediately available.

TRAVEL PROTECTION

We recommend the purchase of a travel protection plan through a trip insurance provider, such as Travel Guard, to help protect you before and during your trip. A travel protection plan can help with reimbursement of your non-refundable payments in the event you have to cancel your trip due to reasons such as an illness or injury. Seek out policies that are “CFAR” — “cancel for any reason.” Lesson from the 2020 COVID-19 pandemic: once a pandemic has been declared by the World Health Organization (WHO), travel insurance policies consider them “known events” and cancellations specifically related to the pandemic might not be possible. Review policies carefully.

PARTICIPANT RESPONSIBILITIES: PHYSICAL AND OR MEDICAL CONCERNS

You are ultimately responsible for determining your fitness for any trip. By paying for a trip and signing the waiver form, the participant certifies that they do not have any physical, other condition of disability, or known contagious infection that would create a hazard for themselves or other participants. It is essential that any participant with a medical condition requiring regular treatment or which may be affected by vigorous exertion, heat, cold, other natural phenomenon, or particular foods, notifies Woods & Waters and the trip guide(s), in advance of their scheduled trip. This also applies to any new conditions that arise after filling out the participant questionnaire as outlined below. Wood & Waters assumes no liability for medical care or for special dietary requirements. The judgment of Woods & Waters, its guide(s), or other local operator shall make the ultimate determination of an individual trip participant's fitness to embark upon, or to continue a trip.

- Under most circumstances, if you are of an adventurous spirit and in reasonably good health, you should have no problem enjoying a Woods & Waters adventure.
- People with medical conditions or who are under a doctor's direct and continued care, including pregnancy, should attain a physician's approval before taking an adventure travel trip or undertaking new physical activity. Woods & Waters may require a doctor's statement of good health.
- If you have health or fitness concerns, please discuss with us before booking.
- Woods & Waters reserves the right to deny participation to anyone whom it deems unsuitable for the rigors of the trip.
- Upon booking, each participant is required to fill out a questionnaire that is used to identify possible risks and challenges (such as your swimming ability, fitness level, and food allergies). We will then discuss with you the risks and concerns we may have, if any, and your ability to safely enjoy this trip. We are not medical professionals, but we are aware of what we can expect to manage in a remote wilderness setting. At the very least, we can help educate you on what to discuss with your medical provider(s) regarding the rigors and remote setting of this trip.
- Once a participant's questionnaire has been discussed, medical circumstances will not be considered as exceptions to our cancellation policy.
- If a participant is found to have misled Woods & Waters regarding their physical abilities or medical conditions, or is found in any way otherwise unfit upon meeting guide(s) — or at any time during the trip— there will be no refund.

LIABILITY WAIVER

Everyone is required to sign a standard liability release form before undertaking the trip, acknowledging awareness that some risks are associated with the trip and its associated activities. Safety is of the utmost concern on all our adventures. However, due to the nature of the activities, a condition of your participation is that you will sign this form before the trip begins. Anyone who refuses to sign the form will not be allowed to participate, and consistent with Woods & Waters cancellation policy, there will be no refund of the trip fees at that time.

STORAGE OF PERSONAL AND FINANCIAL INFORMATION

Due to the nature of our product, it is necessary to collect and store a certain amount of personal information in order to complete your online reservation. By using our online reservation system, you consent to the storage of this information for a period of time deemed appropriate by Woods & Waters. Personal information may include, but is not limited to, your first and last name, phone number, email address, and billing address. Woods & Waters is not collecting any financial data beyond basic transaction data of date, time, payment method, and payment amount; our third-party reservation software provider (The Flybook) meets or exceeds US online payment standards.

PRIVACY POLICY

Woods & Waters occasionally sends out an e-newsletter, but you can count on us to *never* sell or share your email address with any third party company and you can unsubscribe at any time. Additionally, all address, personal and financial information is strictly protected.

VENDOR RESPONSIBILITY

- Woods & Waters acts only in the capacity of agent for the participants in all matters, including those related to transportation and/or all other related travel services, and assume no responsibility however caused for injury, loss or damage to person or property in connection with any service or activity, including but not limited to that resulting directly or indirectly from acts of God, detention, annoyance, delays and expenses arising from quarantine, illness, injury, pandemics, evacuations, strikes, theft, pilferage, force majeure, failure of any means of conveyance to arrive or depart as scheduled, civil disturbances, government restrictions or regulations, and discrepancies or changes over which it has no control. Reasonable changes in itinerary may be made where deemed advisable for the comfort and well being of the participants, including cancellation due to weather, insufficient bookings, and other factors.
- There is inherent risk in any activity. Kayaks do capsize, bikes can hit things, rocks can fall. Your guide(s) will make every attempt to assist, but you must be strong and agile enough to “self-help” without further endangering yourself or others. For kayaking activities, we reserve the right not to accept passengers weighing more than 275 pounds or with a waist/ chest size exceeding 56 inches. We may decide, at any time, to exclude any person or group for any reason we feel is related to the safety of our activities.
- On paying a deposit, the depositor agrees to be bound by the above recited terms and conditions for themselves and all members of their party.