

Aurora Hunting Tour - Terms & Conditions

1. Before each tour, guests will be required to sign our Release & Waiver. If guest does not sign they will not be allowed on tour (no refund for this). Also, guests will be required to sign their credit card receipt.
2. We try our best to find the best location for Aurora for you. This could mean one stop or multiple stops at different locations. Aurora is not guaranteed, but Aurora hunting tours offers you the best chance to see.
3. Our tours are Aurora Hunting tours, we do not have tents or cabins or washrooms so be prepared for this (please use washroom before going on tour). Each tour is average 4.0hrs from pick up to drop off.
4. We know weather can be a factor and the chances to see Aurora on a cloudy night is low so some guests may want to move their booking to the next day. To do this, send email notification to us **before 3:00pm** of the tour date. Guests can move their original booking to the **next day** only and if space is available.
5. For group bookings, we require a single primary contact to represent the group. This contact person will communicate booking and payment details to the rest of the group. For the free photos, any and all photos of your group will be sent to this group contact only.
6. North Star Adventures reserves the right to refuse the participation of a guest or guests for a tour if they appear to be sick or suffering from a condition that could result in an unhealthy environment for other guests. No refund will be provided in such cases. Please stay at your hotel or bnb if you are sick.
7. When travelling in the van, please show respect for other guests at all times. If you have to cough, cover your mouth or cough into your sleeve. Please **do not remove footwear** when in the van. Also, please maintain your original seating. On the way back, we will move guests according to drop off location.
8. Each night we need to make more than one stop to pick up guests, it is important to be on time. If a guest does not show 15 minutes after his/her designated pick-up time, they will be considered a "no-show" and the tour will leave without them. In these cases, there will be no refund. Please watch for our white vans.
9. Each group is allowed n+5 free photos (n=group size). All free photos emailed to guests will be 1MB size and have our North Star Adventures logo on them. Additional photos (full size 4MB to 6MB) are available for purchase at \$4.99+GST/photo. Original size Aurora photographs can also be purchased for \$9.99+GST. To get your free photos, please send email with "PHOTO REQUEST, TOUR & DATE" on the subject line or you can buy our North Star USB Memory package (full size; high resolution photos & videos with no logo).
10. Many nights some our vans are full or near full and this can result in a packed van, please be prepared for this. **Note:** When we have older guests on tours, we will always put them towards the front of the van.
11. We will serve hot chocolate and Canadian Maple cookies on all tours. Sometimes we may offer traditional snacks. Please let us know if you have any food allergies when booking your tour.
12. We are happy to offer comfortable folding chairs, headlamps and tripods (small) available for free. This is a first come, first serve basis. Please reserve any of these when booking your tour. When using headlamps or lights, please try not to shine light towards other guests. Light interferes when taking photos.
13. We have guests from many different cultures please always treat each other with respect and kindness.

Thank you for choosing *NORTH STAR ADVENTURES*!! We are happy to have you on our tour!