



100% First Nations owned – 50,000 years of experience

PAYMENT POLICY

All Day Tours (includes Aurora tour) & Package Tours require payment in the following manner:

1. For all bookings under \$1,000.00CDN, payment in full is required at the time of booking.
2. For all bookings over \$1,000.00CDN, a 25% deposit is required at the time of booking.
3. For all Package bookings, the balance payment is **due 10** days before tour date.
4. For all Day Tour bookings, the balance payment is **due 5** days before tour date.
5. **If remaining balance is not received 5 days before your arrival date, you will lose the deposit and your booking will be cancelled. Please make sure to contact us to make this payment.**
6. For all Package booking made within 10 days and for all Day Tour booking made within 5 days, payment must be made in full at the time of booking.
7. For group bookings of 8 or more, a 25% non-refundable deposit is required at time of booking.
8. Payments can be made with credit card, PayPal or online banking e-transfer.
9. All payment receipts can be emailed to you and will be kept on file until your arrival.

CANCELLATION POLICY

If you need to cancel your tour we must be notified of the cancellation by email. Cancellation charges will be effective from the date and time we receive email notification as follows:

- A. Day Tour booking: more than 24 hours before tour date – 85% refund
- B. Day Tour booking: within 24 hours of tour date – No refund
- C. Package booking: 10 or more days before tour date – 85% refund
- D. Package booking: **within 9 days and more than 5 days of tour date – 50% refund**
- E. Package booking: within 5 days of tour date – No Refund
- F. Missed flight, missed connection, delayed or cancelled flight into Yellowknife – No refund
- G. Winter Clothing: If flight is cancelled or delayed and we cannot deliver Winter Clothing, Clothing will be delivered next day. There is no refund for loss day due to flight delay or cancellation.
- H. Fishing and Boat tours: If winds are 22km or more tour is cancelled – 90% refund

DISCLAIMER

Due to the fact that our tours are outdoors, certain situations (forces of nature) may force us to cancel our tour; also an external tour partner may cause the cancellation of a tour activity without notice; in these situations you will be refunded 90% of all monies paid.

North Star Adventures reserves the right to cancel any Tour Package and/or Day Tours at anytime. If such a situation arises you will be notified as soon as possible (by email). As a result of such a cancellation, you will be refunded 100% of all monies paid.