



100% Aboriginal owned – 50,000 years of experience

Winter Clothing Rental - Terms & Conditions

1. You are responsible for all Winter Clothing items. Guests will be required to sign our WINTER CLOTHING AGREEMENT. You can download from our website or you can sign the Agreement when you receive the Winter Clothing or come into our downtown office located in the YK Centre.
2. We deliver the Clothing in professional carrying bag. Please ensure carrying bag is also returned. If bag is lost a \$49.00+GST replacement fee will be charged to the credit card.
3. We offer free delivery to your hotel or B&B for free. Please provide us with name of hotel or B&B, arrival time to hotel or B&B and room number and booking name before your arrival.
4. We have limited sets of Winter Clothing, we will do our best to provide the sizes you request, if not we will provide **next best** size, please be prepared for this. Please provide sizes in US sizes.
5. Guests are allowed ONE free size exchange (when we are available). If additional size exchanges are required, there will be a \$10.00+GST/person charge for each size exchange.
6. Our day rental period is from 11:00am to next day 11:00am. Clothing drop off is at 11:00am and 3:00pm depending on your arrival time. Staff will confirm drop off time. If you do not show 15 minutes after your arranged drop off time, we will reschedule to next drop off time.
7. **Please ensure Winter Clothing is returned on time**, if Winter Clothing is not returned 30 minutes after specified pickup time, a \$50.00+GST late fee will be charged to the credit card.
8. For those guests catching an early morning flight, you can return the Winter Clothing after your Aurora tour. If you choose this option, please return Clothing to your driver/guide after the tour. Please advise staff of this before the tour.
9. If your flight is cancelled there is no refund. If your flight is delayed, we will try and arrange for a new drop off time. If your flight is delayed to after 8:00pm, there is no delivery and no refund.
10. For cancellations made 5 or more days before your arrival there is an 90% refund. If you cancel less than 5 days and more than 24hrs, there is a 50% refund. If you cancel within 24hrs, there is no refund. Cancellation notices must be received in email.
11. Rental price for North Star Adventures guests:
 - 1 day = \$49.00+tax
 - 2 day = \$79.00+tax
 - 3 day = \$109.00+tax
 - Add \$30.00+GST for additional day
12. As a smaller tour company with limited winter clothing inventory our priority is to our guests. However, we do offer rentals to non-North Star Adventures guests. An additional charge of \$25.00+GST per day will be charged to the normal rental price.

Canada winters can be cold, stay warm with our Canada Goose winter clothing!