



100% Aboriginal owned – 50,000 years of experience

## PAYMENT POLICY

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

1. For all bookings \$999.00CDN or less, payment in full is required at the time of booking.
2. For all bookings \$1,000.00CDN or more, a 25% deposit is required at the time of booking.
3. For all Package bookings, the balance payment is **due 15** days before tour start date.
4. If remaining balance is not received by due date, you will lose the deposit and your booking will be cancelled. **Please make sure to contact us to make this payment.**
5. For all Day tours (including Aurora Hunting tours), payment in full is due at the time of booking.
6. For group bookings of 8 or more, a 25% non-refundable deposit is required at time of booking.
7. Payments can be made online, credit card, PayPal (add 3%), e-transfer or cash payment.
8. Payment receipts can be emailed to you and/or will be kept on file until your arrival.
9. For Boat & Fishing tours, payment will only be processed within 24hrs before the tour.

## CANCELLATION POLICY

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If you need to cancel your booking, 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 – 90% refund (10% processing fee)
- B. Day Tour booking: within 24 hours of tour start time – No refund
- C. Package booking: 15 or more days before tour date – 90% refund (10% processing fee)
- D. Package booking: **within 14 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. Some tours require minimum number of guests, if minimum number of guest not met, tour will be cancelled and a 100% refund of all monies paid will be processed immediately.
- H. You can move tour to next day **ONLY** if request is received by 3:00pm of the tour date and if seats are available on next day's tour.
- I. Winter Clothing: If flight delayed to late arrival or if flight cancelled – No refund
- J. Water tours: If winds are 20kms or more tour is cancelled – 90% refund (10% processing fee).

## DISCLAIMER

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Since 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% (10% processing fee) of all monies paid immediately.

**North Star Adventures Ltd** 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) and you will be immediately refunded 100% of all monies paid.