



100% Indigenous owned – 50,000 years of experience

PAYMENT POLICY

New Tour prices will be published May 01 of each year. Prices are subject to change without notice. Bookings made before New Tour prices are published are subject to price adjustments.

Day Tour Bookings, Aurora Tour Bookings & Winter Clothing Bookings (less than \$1,000.00CAD):

1. Payment in full is due at the time of booking.

North Star Photo Memory USB Package:

1. Payment in full is due at the time of booking.
2. Payments must be made more than 24hrs before your flight check-in time.
3. USB's package can be picked up at our downtown office between 11:00am – 5:00pm

Aurora Packages:

1. For all Aurora package bookings \$1,000.00CAD or more, a 15% non-refundable deposit is required at time of booking.
2. For all Aurora package bookings \$1,000.00CAD or more, the 85% remaining balance is due **30** days before tour start date.
3. 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.**
4. For all Aurora package bookings of \$999.00CAD or less, payment is due in full at the time of booking.

Payment Methods

1. Payments can be made on our website, with credit card, e-transfer (within Canada), Alipay or cash payment can be accepted in our office.
2. Payment receipts can be emailed to you and/or will be kept on file until your arrival.
3. For Boat & Fishing tours, payment in full will only be processed 24hrs before tour start time.



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CANCELLATION POLICY

Cancellation notifications can only be made 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 start time – 85% refund
- B. Day Tour booking: within 24 hours of tour start time – No refund
- C. 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.
- D. Aurora Package booking: **15 or more days before** tour date – 85% refund
- E. Aurora Package booking: **within 15 days and more than 5 days** of tour date – 50% refund
- F. Aurora Package booking: **within 5 days** of tour date – No Refund
- G. For all non-website bookings (does not apply to Adventure package bookings) of \$1,000.00CAD or more, same as D. to I. less 15% non-refundable 25% deposit is required at time of booking.
- H. Missed flight, missed connection, delayed or cancelled flight into Yellowknife – No refund
- I. Some tours require minimum number of guests, if minimum number of guests not met, tour will be cancelled, and a 100% refund of all monies paid will be processed immediately.
- J. Winter Clothing: If flight delayed or if flight cancelled – No refund
- K. Winter Clothing: If cancelled more than 5 days from delivery date: 85% refund
- L. Winter Clothing: If cancelled within 5 days of delivery date: No Refund
- M. Boat & Fishing Tours: If tour returns before halfway time of tour, 50% refund
- N. Boat & Fishing Tours: If tour returns after halfway time of tour, No Refund

DISCLAIMER

1. Since our tours are outdoors, certain situations (forces of nature) may force us to cancel our tours without notice. Also, an external tour partner may cause the cancellation of a tour activity without notice. In these situations, you will be refunded 85% (less 15% processing fee) of all monies paid immediately.
2. **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 receive an immediate refund of all monies paid.