



### Winter Clothing Rental - Terms & Conditions

1. You are responsible for all Winter Clothing items. Guests will be required to sign our **WINTER CLOTHING RENTAL AGREEMENT**. You can download it from our website or you can sign the Agreement when you book your Winter Clothing.
2. Our day rental period is from 11:00 am to the next day at 11:00 am. We offer free delivery to your hotel or B&B for free. Please provide us with the name of the hotel or B&B, arrival time to the hotel or B&B, room number, and booking name before your arrival.
3. We offer two drop-off times which are 11 am and 3 pm. If you do not show up or the B & B host is not available 10 minutes after arranged drop-off time, the delivery will be rescheduled with you, please be patient. Staff might inform you of drop-off details via email or text if available, please reply to our staff.
4. We deliver the Clothing in a professional carrying bag. Please ensure the carrying bag is also returned. If the bag is lost or damaged a \$50.00+GST replacement fee will be charged to the credit card.
5. We have limited sets of Winter Clothing, we will do our best to provide the sizes you request, if the size is not available we will offer **the next best** size, please be prepared for this. Please provide sizes in US sizes.
6. Guests are allowed ONE free size exchange (only if we are available). If additional size exchanges are required, there will be a \$10.00+GST/person charge for each size exchange.
7. **Please ensure Winter Clothing is returned on time**, if Winter Clothing is not returned 30 minutes after the specified pickup time, a \$30.00+GST per set late fee will be charged to your 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 the Clothing to your driver/guide after the tour. Please advise staff of this before the tour.
9. If your flight is canceled, 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 later than 8:00 pm, there is no delivery and no refund.
10. For cancellations made 5 or more days before your arrival date there is an 85% refund. If you cancel in less than 5 days, there is no refund. Cancellation notices must be received by email.
11. Rates for North Star Adventures guests are \$59.00+GST for the first day and \$30.00+GST for each additional day. For non-tour-guest bookings, the rate is \$79.00+GST for the first day and \$50.00+GST for each additional day.

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