



**MALLARD MOUNTAIN LODGE**  
[www.canadianadventurecompany.com](http://www.canadianadventurecompany.com)

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**RESERVATION INFORMATION**  
**~ PROCEDURE, CONDITIONS, & MISCELLANEOUS ~**

**“CAC” refers to Canadian Adventure Company Holdings (2015) Ltd.**

**“Guest” refers to a person making a reservation with CAC.**

**A. DEPOSIT**

The following deposit per guest is required for each reservation.

1. For arrivals in 2021 \$ 1,125.00
2. For arrivals in 2022 \$ 1,125.00

If the reservation is made less than one year before the arrival date, the deposit is payable at the time of making the reservation.

If the reservation is made more than one year before the arrival date, the deposit is split into two equal installments, the first payable at the time of making the reservation, and the second payable one year before the arrival date. If the second installment is not received on time, the reservation will be cancelled, the space will be released, and the first installment of the deposit will be forfeited.

The deposit is non-refundable. The deposit is transferable only as detailed herein. Payment of the deposit or any part thereof is confirmation of receipt and acceptance of this Reservations Information document, and documents referred to.

**B. PAYMENT BALANCE**

The payment balance is the amount due after paying the deposit. The payment balance must be paid to CAC one hundred & twenty (120) days in advance of the arrival date. If CAC does not receive the payment balance on time, the reservation will be cancelled, the space will be released, and the deposit will be forfeited. The payment balance is refundable and transferable only as detailed herein.

### **C. WAIVER**

Guests need to sign a Waiver in person with CAC, to be provided to CAC before departure on the helicopter to the Lodge. A copy of the Waiver is viewable on CAC's website. CAC will provide the Waiver to the guest for signature. As part of Guest Registration (see below), guests must confirm that they have reviewed and accept the terms of the Waiver and agree to sign the Waiver as above.

### **D. MAKING A RESERVATION, GUEST REGISTRATION, FUNDS, AND CONFIRMATION**

Reservations may be made by CAC's website system, telephone, email or post mail. At that time, Guest Registration for completion by the guest will be provided to the guest. After (and only after) CAC receives the completed Guest Registration, arrangements will be made for receipt by CAC of the funds due at that time, which at a minimum is the Deposit (or the first installment of the Deposit if the reservation is made more than one year before the arrival date). Reservations are confirmed upon receipt by CAC of the completed Guest Registration, and funds due at that time. The aforesaid Waiver, Guest Registration, this Reservations document, and documents referred to herein, contain the terms of the guest's booking and trip.

### **E. CANCELLATION, TRANSFERS AND REFUNDS**

- If a guest cancels a reservation, deposits and payment balances as defined herein may be transferred to another guest only if a substitute guest is found for the same season.
- If a guest cancels a reservation, the payment balance as defined herein is refundable only if a substitute guest is found for the same season.
- If the guest's vacation is interrupted for any reason attributable to the guest, including injury to the guest, this is treated as a cancellation by the guest.
- Substitute guests may be found by either CAC or the guest. A substitute guest is "found" when a reservation is confirmed by CAC for that substitute. For purposes of determining eligibility for refunds or transfers, substitute guests found by the guest will be assigned specifically to the guest, and substitute guests found by CAC will be assigned to the guest in the same sequence as all guests' cancellation notices are received by CAC. Guests cannot claim as a substitute guest found by the guest someone previously reserved with CAC for the dates involved. Substitute guests found by CAC do not include persons CAC could have accommodated regardless of the guest's cancellation. CAC does not promise that a substitute guest will be found for any cancellation.
- CAC reserves the right to cancel any reservation, or portion thereof, at any time, for any reason, including mechanical failure on the part of CAC's equipment or facilities. CAC's liability is limited to making a refund of all payments made by the guest to CAC, in proportion to the percent of the reservation that is cancelled by CAC. CAC is not responsible for a guest's inconvenience, damages or expenses.

### **F. FORM & PLACE FOR PAYMENTS & NOTICES**

All payments must be to CAC's Office, in Canadian Dollars, and all notices must be in writing and received in CAC's Office.

## **G. ARRIVAL**

It is the guest's responsibility to arrive at the location and on the dates and times outlined in the confirmation and itinerary that CAC will provide the guest.

## **H. INSURANCE & EMERGENCY ASSISTANCE**

- Emergency assistance is only by helicopter.
- From an insurance agent of the guest's choice, CAC recommends that the guest purchase trip cancellation insurance to cover all costs and losses associated with the guest being unable to use their reservation in whole or in part and however caused; insurance to cover hospital and helicopter ambulance evacuation expenses; and insurance to cover loss of baggage, skis, and personal belongings. The guest should ensure that insurance covers loss while the guest is in British Columbia, Canada, and while the guest is in transit to and from British Columbia.
- In the event an injured or sick guest requires assistance, the cost of that assistance is the responsibility of the guest.

## **I. SAFETY & SITE MANAGEMENT POLICIES**

When required for the guest's safety, for site management, or for any other reason of CAC, CAC personnel will give instructions which must be followed.

## **J. PHOTOGRAPHY**

Guests consent to: (1) CAC staff, contractors & other guests taking images of the guest (including any motion picture or still photographs of their likeness, poses, acts & appearances or sound records of their voice) (herein collectively called "Images"); (2) cropping, altering or modify Images & combining such Images with other images, text, audio recordings & graphics; and (3) using the Images for any purposes or publication without notice to the guest in connection with promotion and/or marketing of CAC.

## **K. WHOLE LODGE RESERVATION**

CAC will not add other guests to a group that purchases the whole Lodge capacity.

## **L. GENERAL INFORMATION**

- CAC has wifi internet & a satellite phone at the Lodge. Connectivity is dependent on weather & on satellite locations & can be intermittent. Wifi is free. Streaming and downloading large files, videos, or music is not allowed. The phone is not left on continuously. Guests can use the phone to call out (charges per minute of use apply).
- Guests may bring whatever communication equipment they wish. If guests bring VHF radios, they must get our approval for the frequency you use to ensure your use does not interfere with CAC VHF radio use.
- The Lodge is at 6,400 ft (1,920 meters). The use of helicopters for access creates a rapid change in elevation. In some cases, particularly if strenuous exercise is done immediately upon our reaching the higher elevation, people will experience a form of Mountain Sickness called Acute Mountain Sickness (AMS). We try to avoid strenuous exercise on arrival and try to take it easy for the first ½ day.

- Weather, snow conditions, atmospheric conditions, and ground conditions are not predictable, and are not matters for which CAC is responsible, whether for refunds, expenses or otherwise.

**M. GENERAL ITINERARY (YOUR SPECIFIC DATED ITINERARY WILL BE PROVIDED WHEN YOU MAKE YOUR RESERVATION.)**

- Upon request, we will assist you with accommodation arrangements and travel arrangements.
- Weather, atmospheric conditions and mechanical issues can delay helicopter flights and travel in general. If helicopter flights to or from the Lodge are delayed, guests at the Lodge, and guests heading to the Lodge, will be delayed. CAC is not responsible for a guest's inconvenience, damages or expenses, & no refund is provided. This is one reason why trip insurance is recommended, as above.
- The staging point is the place from which our flight to the Lodge will begin, and the place to which we will be flown at the end of the trip. The staging point is Valemount.
- The "set out" day is the day you travel by helicopter from the staging point to the Lodge. The "pick up" day is the day you travel by helicopter from the Lodge back to the staging point.
- For helicopter travel to and from the Lodge, wear your outdoor clothes including your boots (in winter, as if you were going to go skiing or boarding; in summer, as if you were going hiking).
- You must be at the staging point on time on the set out day.
- We recommend that rather than travelling to the staging point on the set out day that on the day before your set out day you arrive at the staging point and stay the night.
- Vehicles (and keys) will be left at the helicopter base at staging point during your stay at the Lodge.
- The flight between Valemount and the Lodge is usually about 30 minutes.
- Prior to going out on activities, we will have an orientation to review and discuss mountain and safety protocols and procedures.
- On the set out day, at the Lodge, depending on the time and your energy, we will usually go out for an afternoon hike or ski/snowboard tour.
- Breakfast is at 8AM. Around 9:30 AM we will go ski & snowboard touring or hiking. We usually take a lunch, rather than come back to the Lodge. We plan to get back to the Lodge around 4 PM (a little earlier in December & early January). Supper is around 6:30 – 7:00 PM.
- On the pick up day, departing guests do not go out ski/snowboard touring or hiking. Around mid to late morning, the helicopter will pick you up and take you back to the staging point.
- We recommend that flights and other travel arrangements from the staging point back to your home not be booked for the pick up day.

**N. PACKING LIST ~ ITEMS TO BRING AND NOT BRING**

This information is provided to guests in a separate document, entitled "PACKING FOR YOUR VACATION AND FOR FLYING IN THE HELICOPTER"

### **O. WEIGHT LIMIT, SIZE LIMIT & PACKING FOR HELICOPTER**

This information is provided to guests in a separate document, entitled "PACKING FOR YOUR VACATION AND FOR FLYING IN THE HELICOPTER"

### **P. HELICOPTER FLIGHTS DIFFERENT THAN SCHEDULED ITINERARY**

Any helicopters booked for a guest for flights different from those scheduled by CAC for the guest's itinerary are solely at the expense of the guest, regardless of other flights of CAC.

### **Q. SKILLS, EXPERIENCE, AND EQUIPMENT**

- For the winter, skiers and snowboarders need at least intermediate backcountry touring ability.
- Snowboarders usually move around better, and expend less energy, if they use split boards, rather than snowshoes & one piece boards. CAC welcomes both systems. All snowboarders must carry collapsible poles in their packs to assist in crossing gentle terrain. All snowboarders (regardless of the system they use) must be sufficiently fit to handle the extra effort (as compared to skiing) that often accompanies backcountry snowboarding.
- For the summer, hikers need at least intermediate ability.
- You need to be in good physical condition and health.
- Notwithstanding the foregoing, groups reserving the entire Lodge capacity may be of any ability level, provided they have discussed this with CAC at the time of reservation.
- Your winter equipment and clothing need to be in good condition and suitable for powder snow in the backcountry and varied weather conditions. Your hiking equipment and clothing needs to be in good condition and suitable for varied terrain and weather conditions.

### **S. DISCOUNTS AND SPECIALS**

Discounts and special pricing, which CAC may offer from time to time, are only available to retail guests.

### **T. DRUGS AND ALCOHOL**

- Limitations on drugs & alcohol use are necessary for your safety and the safety of others.
- No drugs are allowed from your arrival at the helicopter base on your set out day until your return to the helicopter base on your departure day.
- Guests under the influence of drugs or alcohol will not be allowed in a helicopter and will be responsible for all extra helicopter costs that become necessary to transport the guest.
- Alcohol cannot be consumed at the helicopter base or in the helicopter.
- Alcohol consumption at the Lodge must be in moderation.

### **U. CHANGES**

Except for reservations already confirmed, prices, trip dates and this document are subject to change without notice.