

Terms & Conditions

Thank you for choosing Banff Jasper Collection by Pursuit. To ensure that you understand the conditions of your booking, please read the following terms & conditions completely. Should you have any additional questions, please call us at 1.866.606.6700.

Lodging

Check-In/Check-Out: Times as follows:
Check-In: 4:00pm / Check-Out: 11:00am.

Parking: Complimentary parking is available on a first-come/first-serve basis. Underground parking is available at Elk+Avenue and Chateau Jasper for vehicles under 6'1. Our front desk agents will advise of available parking and alternative options upon check-in.

Guarantee Policy: Your booking has been guaranteed to the credit card provided. If you are staying at Glacier View Lodge, a 50% deposit will be taken at time of booking. For any of our other properties, no charges will be placed on the card at the time of booking. **A valid credit card is required at check-in.**

Taxes: Please note that the rates are subject to 5% Good and Services Tax, 4% Tourism Marketing Levy and 2% Tourism Improvement fee. Subject to change.

Quiet-Time Policy: For the comfort and enjoyment of all of our guests, quiet-time will be strictly enforced between 11:00pm to 7:00am.

Environmental Programs: Elk+Avenue Hotel and Mount Royal Hotel participate in EcoStay. Each night you stay with us, a contribution will be made to EcoStay Motherland Forest on your behalf. This is a local reforestation project providing a unique parkland of carbon sequestration, wildlife habitat, education and cultural heritage.

Cots: Cots are available on a first come first served basis at select properties for an additional fee.

Pet Policy: All Banff properties are pet-free properties.

Jasper Properties allow Pets in select rooms for an additional fee. The policies for pets are as follows:

- Limit of two pets per room.
- Small to medium size cats and dogs are preferred. Bigger breeds are welcome, provided they are calm and well behaved.
- Please keep your pets on a leash at all times in the public areas inside the hotel as well as around the exterior of our property.
- Also be aware that Jasper has a "poop & scoop" bylaw you will need to abide by to avoid a fine.

- There are certain areas of the hotel where pets cannot be admitted. These include all restaurants, patios, meeting rooms and the pool areas.
- Should your pet have any accidents on the premises, please clean up after him or her promptly or ask for assistance if required.
- We would prefer that your pet not be left unattended in your room. If you need to leave without your pet, please inform the front desk and leave a contact number where you can be reached should your pet become agitated.
- Please arrange a convenient time with the front desk when you will be out of the room with your pet, so that our housekeeping team can service your room. Room may not be serviced if occupied by an unattended pet.
- Please do not bathe your pet in your room. The Front desk staff will be happy to direct you to a dog wash facility should you require this service.
- Any damages to the room, or excessive cleaning caused by your pet will be added to your credit card. Should your pet create a disturbance affecting the comfort of other guests, you will be expected to compensate the hotel for this loss of revenue.

Smoking Policy: Smoking is strictly prohibited inside the Hotel. A \$250 +GST fee will be charged per night (for the length of the entire stay) for smoking in a room.

Cancellation Policy: To cancel your reservation please notify us 48 hours prior to your arrival to avoid a cancellation charges being applied to your credit card. Cancellation penalties within 48 hours will result in a charge for one night room and taxes. Failure to show for your reservation will result in 100% cancellation charge applied. Exceptions may apply.

Brewster Express and Sightseeing Cancellation Policy: Fully refundable based on changes and cancellations made up to 90 minutes prior to departure for Brewster Express services or 24 hours prior to departure for Brewster Sightseeing tours. Please always call to confirm your trip the day before departure. No payment shall be due or owing under these terms absent the provision of valid proof of identity to Brewster.

Seating: Seating is based on a first-come, first-serve basis. If you have a request based on special needs, please speak with your driver when you board the motor coach and we will do our best to accommodate your request.

Pet Policy: To maintain the comfort of all of our guests aboard, pets are not allowed.

Baggage Policy: The luggage or articles accepted and transported by Brewster Inc. are subject to the luggage policy and conditions as set herein. Guests travelling with Brewster Inc. are limited to two checked pieces of luggage per person. Total checked luggage weight per person is not to exceed 30 kg (66 lb.); excess luggage may be subject to a surcharge of \$25 per piece. Each piece of luggage must have an identification tag attached to it that includes name, return address, and telephone number. All guests travelling with Brewster Inc. should carry any medications or necessary belongings with them onboard the motor coach. Oversized items, e.g., sports equipment, may be subject to a surcharge. Passengers are prohibited from carrying weapons, firearms, ammunition, incendiary devices, explosive, flammable, hazardous, illegal, or radioactive materials or other potentially dangerous items. Brewster Inc. has the right to search any passenger's luggage or personal effects for any such items and in its sole discretion may confiscate, store, destroy, or surrender to an appropriate authority any item that it reasonably considers is or may become dangerous, and to refuse boarding, or remove, any passenger who declines to cooperate in such a search or to surrender such an item. Money, jewelry, negotiable papers, cameras, video and electrical equipment, electronic devices, computers and accessories, cellular telephones, medical equipment, sporting goods, wheelchairs, personal mobility devices, walkers, and strollers are checked at the owner's risk.

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Brewster Express and Sightseeing (cont.)

Baggage Policy (cont.): Brewster Inc. is not responsible for any loss or damage caused to or by these articles and they are subject to Brewster Inc.'s maximum liability policy. All pets or animals (excluding guide dogs) are prohibited from travelling onboard Brewster Inc. vehicles. Maximum Liability for loss or damage to personal checked baggage and specialty items is limited to a maximum of \$500 CAD per piece of checked luggage. Brewster Inc. will not cover full replacement cost of misdirected or damaged luggage and contents. Liability is restricted to personal luggage consisting of wearing apparel, toilet articles or similar effects for personal use and comfort, as well as articles other than personal luggage, which may be checked and handled in **Baggage Policy (continued):** accordance with Brewster's luggage policy. Liability does not apply to carry-on luggage, items transported for or belonging to other persons, or items intended for sale. Brewster is not liable for damage resulting from over-packing or non-structural damage considered normal wear and tear, such as scratches, scuffs, nicks, missing pull straps, zipper damage, damage to wheels, manufacturers' defects, soils, stains, or spillage. Please contact a Brewster Inc. representative if you have any questions about the materials you intend to transport.

Child Policy: Children aged 8 and older may travel on our motor coach unaccompanied, provided that an "Unaccompanied Minor Agreement" has been completed and submitted to Banff Jasper Collection by Pursuit prior to travel. Any child under the age of 8 must be accompanied by someone 15 years of age or older.

Attractions

Cancellations: Purchased tickets are non-refundable.

Validity: Tickets are valid only for one admission. Packages are valid for the 2020 season only. Tickets are not for resale. Tickets can be reissued only if a proof of purchase is presented.

All attractions require a tour time. To book a tour time for each of the attractions purchased please visit www.banffjaspercollection.com, call 1.866.606.6700 or visit a Pursuit Adventure Centre location.

Operating Dates and tour times may be subject to change without notice pending weather and conditions.

Tour times are subject to availability with the peak operating periods being between 11am and 4pm daily

Arrival Procedures

The arrival procedures are as follows:

Banff Gondola: Plan on arriving 20 minutes prior to your departure time. Please ensure you are in line 10 minutes prior to your departure.

Lake Minnewanka Cruise: Plan on arriving 30 minutes prior to your departure time. The tour departure line is located by the boat house. Please ensure you are in line 10 minutes before your departure.

Columbia Icefield Adventure and Skywalk: Plan on arriving 20 minutes prior to your departure time. The Tour departure line is located on the main floor of the Icefield center adjacent to the main ticket desk. Please ensure you are in line 10 minutes prior to your departure.

Maligne Lake Cruise: Plan on arriving 30 minutes prior to your departure time. The tour departure line is located by the boat dock. Please ensure you are in line 10 minutes prior to your departure.

Maligne Canyon Icewalks: If riding on our guest shuttle, plan on arriving at the pickup location 5 minutes before your expected pickup time. If self-driving, plan on arriving at Maligne Canyon Wilderness Kitchen 5 minutes before your tour departure time.

If you miss your tour time, please check in at the Attractions desk to be re-booked for the next available tour time. Please note during peak periods tour availability may be limited.

Third Party Activities

Change and cancellation policies may vary, please contact us for full details.

Rates

All prices are displayed in the currency outlined on the Confirmation. All prices are subject to change without notice and are subject to international exchange rate fluctuations.

Modifying Your Reservation: A change in length or dates of your reservation may result in a rate change or additional fees.

Credit Cards

Banff Jasper Collection by Pursuit accepts VISA, MasterCard and AMEX. Verbal authorization of the use of your credit card indicates your approval with our booking terms & conditions and confirms your reservation Banff Jasper Collection is not responsible for foreign transactions or bank fees incurred.

Children's Rates

5 and under are free and occupy a seat for Brewster Express, Brewster Sightseeing, Maligne and Minnewanka cruises. If you require a separate seat for your infant 5 and under for the Columbia Icefield Adventure, Skywalk and Gondola, you must pay the regular child rate.

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Company Liability Policy

Brewster Inc. (dba Banff Jasper Collection by Pursuit, "Pursuit"), which is affiliated with Explore Rockies or other related affiliates (which includes parent companies), has made arrangements for the tour, hotel or services found on the website and within marketing collateral. The carriers or suppliers providing transportation services (other than Pursuit), hotels and other suppliers providing tour services are independent contractors and are not the agents, employees, or servants of Pursuit or its affiliates. All certificates and other travel documents for tour services issued by Pursuit are subject to the terms and conditions specified by the supplier and/or carrier and to the laws of the countries in which the services are supplied. By agreeing to utilize the services of Pursuit, the tour participant agrees that neither Pursuit or its affiliates, nor its or their employees or agents, shall be liable for any delay, inconvenience, loss of enjoyment, disappointment, distress or frustration, whether physical or mental, resulting from the act of omission of Pursuit or its affiliates, or its or their employees or agents.

Further, the tour participant or guest agrees that neither Pursuit nor its affiliates, nor its or their employees, or agents shall be liable for any damage, loss, claim, cost or expense arising out of personal injury, accident or death, loss, damage or delay of baggage or other property, resulting from: (1) the act or omission on the part of any person other than Pursuit or its employees (2) acts of God, sickness, theft, labor disputes, mechanical breakdowns, government actions, weather, or any other cause beyond Pursuit's direct control.

These terms and conditions shall be governed by and construed in accordance with the laws of the Province of Alberta and the federal laws of Canada therein. No person, other than a representative of Pursuit authorized by a document in writing may vary, add or waive any term or condition in this document, including any term or condition set forth in the preceding provision. Written notice of any claim against Pursuit must be received no later than fourteen days after the date that services were provided to a tour participant. All terms and conditions and schedules and rates are subject to change without notice.

Privacy Policy

Privacy Policy linked below covers the collection of information from residents of Canada and the United States. Information received from visitors outside Canada or the United States may be transferred to, stored, and processed in the United States where our servers are located and Pursuit's central database is operated. A full copy of the Banff Jasper Collection by Pursuit Privacy Statement can be viewed online at <http://www.banffjaspercollection.com/privacy-policy/>

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