

GUEST HANDBOOK

All the details you need to learn about and reserve your sea kayak adventure with your family!
Explore the spirit of the unique and remote Pacific west coast. Kayak the realm of orca and humpback whales.
Set up your tents on a secluded island and listen to the marine wildlife swimming past your tent at night.





ORCA FAMILY TOURS

AT A GLANCE

TYPE	Sea kayaking and camping under the stars
LENGTH	4 days, 3 nights
GROUP SIZE	As many family members as you have (to a maximum of 12)
ACTIVITY LEVEL	Adjusted according to your preference and level of ability
HIGHLIGHTS	Best wilderness playground for your whole family. Active trip participation - explore & discover the world of kayaking and marine wildlife with your expert guides; eat hearty, healthy and local camp food; view wildlife; kayak in the realm of the orca and camp at beautiful & remote sites under the stars. A fun adventure for your family crew and a great place to learn so many things about marine biology and the natural environment.
WILDLIFE	Killer whales, dolphins, porpoises, black bears, eagles, minke & humpback whales, seals and sea lions, rich intertidal and bird life.
PRICE	Adults CA\$ 1125, Kids CA\$ 1012 + 5% GST
INCLUDES	Expert guiding service, kayaking and camping equipment (except sleeping bag and raingear; kid-size sleeping bags are available), food and drinks from morning snack on day one to afternoon snack on day four (except alcohol), transport from Quadra Island or Campbell River to and from launch point, all park and land use permits.

TOUR DATES

JULY	17-20, 29-Aug 1
AUGUST	7-10, 16-19

TO RESERVE YOUR TRIP **CALL**

1 800 307 3982 Toll Free
1 250 285 2121 Overseas



TO REGISTER ONLINE **VISIT**

kayakingtours.com/reservations



OR SEND US AN **EMAIL**

info@kayakingtours.com





WELCOME TO SPIRIT OF THE WEST ADVENTURES AND THE REALM OF THE ORCAS

TRIP OVERVIEW

This four-day basecamp style trip is perfect for families with younger children who want to experience the magic of the **Johnstone Strait - realm of orca & humpback whales** in a safe and comfortable environment. While our other sea kayaking trips generally have an age limit of twelve, this trip can accommodate the needs of families with children ages five and up. Our experienced team of guides will introduce kayaking to your family in a fun and welcoming manner, and everyone will get the chance to explore and learn about the natural environment in this wildlife-rich area of the Pacific Northwest.

THE AREA

Vancouver Island is the best place on earth to see killer whales in the wild. Most of British Columbia's 300 or so orcas return to these waters to feed, sleep, play, and rub their bodies on the pebble beaches of world famous Robson Bight Ecological Reserve. And there's no more exciting way to encounter pods of these fascinating animals than from the seat of your very own sea kayak. Also sharing this diverse habitat are dolphins, porpoises, sea lions, harbour seals, humpback whales, eagles and black bears, to name just a few.



WATCH OUR TOUR VIDEOS

See what it's like to kayak BC's coastal paradise.

[Click here](#) to watch now!



UNFORGETTABLE MEMORIES TOGETHER AS A FAMILY

CUSTOMIZE YOUR TOUR

We understand that families will have varying degrees of comfort when it comes to camping and kayaking, therefore we offer a lot of flexibility in this trip. This tour can be offered either as a basecamp style trip where we set up camp and paddle from that location every day, or as an expedition style trip where we pack up camp every night and set up at a new site. While both of these trips would offer a variety of paddling every day and would be based in the prime location for wildlife sightings in the Johnstone Strait, we want to accommodate families that may or may not want to pack up camp every night. **This information package describes the basecamp trip; please give us a call if you are thinking about booking this tour, and we can further discuss the options with you.*

ABOUT THE PADDLING ROUTE

The Orca Family tour is based in the heart of the action of Johnstone Strait. This trip launches from picturesque Telegraph Cove and offers paddling options in the west end of the Johnstone Strait and Blackfish Sound, to return to Telegraph Cove four days later. This area of the coast has a true rugged northwest feel with its lush temperate rain forests, rolling mountains, and an abundance of seabirds and marine wildlife including the infamous transient and resident pods of killer whales.

THE HANSON ISLAND BASECAMP

We will camp at our Hanson Island basecamp which is built up with tent platforms, and rustic driftwood

counters in the kitchen for cooking. This site is tucked away in an open forest, and has a gravelly beach that faces west to catch the summer sunsets as they bring a long and exciting day to a close. A comfortable, established site is the perfect place to base ourselves for exploring the local area.

THE ORCA FAMILY MENU

Our menu provides hearty and nutritious meals for the whole family. The meals include breakfast, lunch and dinner, and plenty of snacks for hungry paddlers. Our menu for this trip is slightly different from our regular trips in that it attempts to provide “kid-friendly” options or alternatives for certain meals. This is another area of this trip where we are love to be flexible and work with your needs as a family to accommodate allergies, dietary restrictions, and to ensure that your kids will be happy with our food.

LISTENING TO THE WHALES SING

We are equipped with a portable underwater hydrophone so we can listen to the beautiful songs of the orca as they pass while we are paddling.

MOST IMPORTANTLY – THE FUN!

Above all else, we want to make sure that everyone in your family has fun on this kayaking trip! Our trained guides will help to keep your family happy with games, activities, and stories around the campfire that everyone can enjoy. We hope you can join us!



SAMPLE ITINERARY

PRE-TRIP MEETING

DAY PRIOR

Your guides will go over the logistics of the tour and answer any questions or concerns you may have. This meeting will be held in the lounge at the Heriot Bay Inn on Quadra Island at 6pm the day prior to departure.

If you cannot make it to the meeting just be sure to call our office the day before departure to confirm your arrival.

The Heriot Bay Inn has one of Quadra Island's best restaurants and is located right at the beach so you may want to consider having a lovely dinner there after the meeting.

MEETING LOCATION

Quadra Island, Campbell River or Telegraph Cove

On the morning of the tour, your guides will pick you up from Quadra Island/Campbell River in the Spirit of the West van and transport the group up to Telegraph Cove. Families can also drive up to Telegraph Cove in their own vehicle and meet the group there.

From here we will go over the kayaking basics and essential safety procedures before heading off on our expedition. Our first day will be spent exploring the shore of Johnstone Strait on the lookout for the Northern Resident killer whales and other marine life.

THE TOUR

DAY 1

On the morning of the tour, your guides will pick you up from Quadra Island/Campbell River in the Spirit of the West van and transport the group up to Telegraph Cove. Families can also drive up to Telegraph Cove in their own vehicle and meet the guides there.

From here we will go over the kayaking basics and essential safety procedures before heading off on our expedition. A certified water taxi will whisk us across Johnstone Strait to be dropped right our camp on Hanson Island. Our first day will be spent exploring the shore of Johnstone Strait on the lookout for the Northern Resident killer whales and other marine life.

DAY 2 & DAY 3

On days 2 and 3 we will paddle the waters of the Johnstone Strait and possibly up to the nearby Blackfish Sound. Our route each day will depend on weather, currents and group desires. Each night we will stay at the established Hanson Island basecamp, saving the chores of packing up camp each day. There is a lot of flexibility on these days and ultimately we will chose the best route based on the weather and the group's strengths and desires.

DAY 4

On day 4, after another hearty breakfast, we will pack up our gear for the water taxi ride back to Telegraph Cove. We'll have some time to explore the Bones Project, a museum with educational displays of coastal wildlife in BC, including whole skeletons of seals, otters, and whales. After a picnic lunch in Telegraph Cove, we will load up into our van and transfer back to Campbell River and Quadra Island.

FREQUENTLY ASKED QUESTIONS

Below is a list of commonly asked questions. Feel free to visit our website, select your tour and find an even more detailed FAQ section. Of course, feel free to contact us with any questions at all, before or during your trip. We are happy to help you find the perfect tour for you and your comfort is very important to us.

Where can I find Spirit of the West's updates related to coronavirus (COVID-19)?

All Spirit of the West Adventures updates about coronavirus (COVID-19) will be published on our website: kayakingtours.com, sent via our newsletter ([sign up here](#)) and posted on our social media channels: [Facebook](#), [Twitter](#) and [Instagram](#).

To give you further confidence in our commitments we are introducing some more flexible terms and conditions for 2020 which you can find on page 10 and 11 of this Tour Info Package.

What is the minimum age required to join our tours? We cater to all ages of adventurers. Kids age 5 to 12 are encouraged to join the **Family Orca Tours** which have been designed with the needs of younger kayakers. For all of our other regularly scheduled tours we prefer a minimum age of 12. If your child is almost 12 or your family has a good deal of experience kayaking and camping we do occasionally make exceptions. We like to assess each case individually. We can also organize private, custom style adventures. Feel free to call us and we would be happy to discuss the options.

What is the average age of our guests?

We have guests from age 5 and up on our family tours and ages 12 to 85 joining our regularly scheduled tours. The average age ranges between age 30 to 65. Each tour and tour date is different, but we usually get a good mix of ages. For those concerned with being in 'their older years' or anyone unsure of which tour fits them best, we welcome you to contact us and we will be happy to help you find the perfect trip.

Are there any single supplement fees if I am travelling on my own?

There are NO single supplements. We encourage solo travelers to join us and often have several solo travelers on each tour. It should be no problem to have your own tent and you will have access to both single and double kayaks.

Can you accommodate food allergies/special diets?

Our food preparation crew are masters at accommodating dietary restrictions. We are able to offer gluten-free, vegetarian, pescatarian, dairy light and vegan menus with prior notice. Other dietary requests may involve additional charges and need to be discussed in advance with our food crew. We are NOT a nut-free facility.

Will I comfortably fit in the kayaks?

If you are over 6ft (182cms) tall, if you are on the more petite side of things, have larger hips or weigh over 250lbs (115 kg) we have certain kayaks that may work best for you.

Please give us a call and we can ensure we have the appropriate kayak available for you.

What is included in the tour costs?

We supply everything that you will need for kayaking and camping except for a few personal items such as your clothing, toiletries, sleeping bag and rain gear (**sleeping bags and rain gear can be rented if needed**). Please note that bedding is provided on the Whales and Wilderness Glamping tour.

We pick you up free of charge from your accommodation on Quadra Island on the morning the trip starts and we will drop you off there when the tour is finished.

We provide all meals from morning snack on day one to lunch on the last day. Non-alcoholic beverages including a wide variety of teas, coffee, juices, hot chocolate are provided. Meals on the Whales and Wilderness Glamping tour are paired with wine. Alcohol is not provided on any other tours and you are welcome to bring your favourite wine, beer or pop to enjoy responsibly. There is a grocery and liquor store very close to the location of the pre-trip meeting if you would like to pick up extra beverages on the evening before the tour.

What do I need to bring?

We send you a complete packing list a few weeks prior to your tour to help you prepare. If you would like to see what type of clothing and items we recommend visit kayakingtours.com/tour-packages/ and select your tour.

How much kayaking experience is required?

Our adventures are designed to cater to all levels of experience and abilities from first-timer to expert paddler. We have several different styles and lengths of tours so that everyone can find the perfect trip.

If you are new to kayaking and camping check out our base-camping style tours- the Whales and Wilderness Glamping and Johnstone Strait Ultimate tours.

If you are looking for more rustic camping and more paddling check out our expedition style tours; the Johnstone Strait Expedition, Orca Lite, Nuchatlitz, Desolation Sound or Great Bear Rainforest Tours. The paddling on our Orca Family Tours will be defined based on the desire and ability of the families/children.

Do I need to be in great shape for this trip?

The majority of our adventures are not considered to be overly strenuous or physically demanding and therefore do not require a high level of fitness. Each tour is slightly different in its demands so if you are concerned, please do contact us. As a general rule, you need to be capable of a few hours of moderate exercise each day and be comfortable with the uneven ground of a wilderness environment. The Whales and Wilderness Glamping tour can be suited to folks with mildly limited mobility or those who wish to be in the wilderness, but not do any kayaking (you can always choose to stay at camp on our base-camping style tours). Please keep in mind that good general health will go a long way towards the enjoyment of your tour. Most important though is an adventurous spirit.

How much paddling do we do each day?

Paddling time will vary depending on the trip, our destination, weather conditions and the group's abilities and desires. Generally, we travel between 3-5 hours a day on our base-camping style tours (the Johnstone Strait Ultimate and Whales and Wilderness Tours) and slightly longer (4-6 hours a day) on all of our other tours, not including breaks and lunch. We set a pace which is manageable and enjoyable for all.

How stable are the kayaks?

What is the likelihood of flipping over?

The kayaks we use are stable and designed for comfort. Your guides will give you thorough instruction on how to safely use and enjoy the kayaks and what to do in case of a capsize. For those concerned about capsizing, the double kayaks are slightly more stable than the singles and we have a variety of both singles and doubles on every trip. The likelihood of a capsize is minimal and if it does happen your well-trained guides will be there before you know it to help.

What happens if my kayak flips over?

In the rare event of a capsize, all of our guides are trained in rescue procedures in order to quickly and efficiently get you back in your boat. At this point, we will take you to the nearest shoreline to change into some warm clothing and carry on with our journey when you are ready. While we are out on the water, it is of the utmost importance that the group stays together for safety.

If the weather turns bad? Will I be comfy and warm?

Our weather in the Pacific Northwest is generally pleasant from May through until September. In the Johnstone Strait area, the weather will generally be cooler than what you may see on the forecast for Campbell River – sometimes by as much as 10 degrees. Fog is very common on summer mornings, however, this nearly always clears at midday. Although it is uncommon, it can rain in the summer. Be prepared for any type of weather and you will stay comfortable. Layering is the key. It allows you to put on or take off layers while on the water if you need to. If you are very concerned about the weather then we recommend our base-camping style tours as these campsites have covered eating and lounge areas as well as dry tents to come home to at the end of every day. On our expedition style tours we carry tarps but we are a little more at the mercy of mother nature in these more rustic style campsites.

What sort of wildlife might we see?

The diversity and abundance of wildlife in the Pacific Northwest is one of our great privileges. From the rich marine life of colourful plants and invertebrates, seabirds, shorebirds, waterfowl, mink, otter, seals, sea lions, dolphins, and whales, to the land animals of deer, raccoons, cougars, wolves, and bears, we are bound to see something.

For those with an eye for eagles take note that they are most prominent in the earlier months before the salmon migration in the late summer/early fall.

For those keen to see humpback whales- you are in luck. The population of humpbacks in our area is doing well and we are fortunate to often see these whales any time of the year.

If Orcas are your main priority then we recommend traveling between mid-July and mid-September. While it is possible to see orcas outside of these times, we see them with the greatest abundance and frequency during this peak period.

Please just remember that wildlife is just that wild and we cannot control sightings. That said the whales are the icing on the cake in this stunning, rich and diverse area.

Where is the best place to see orcas/killer whales?

On our tours to Johnstone Strait and Blackfish Sound, which includes the Whales and Wilderness Glamping Tour, the Johnstone Strait Ultimate, Family Orca Tour and Orca Lite tours, we stand a high chance of seeing whales, especially between mid-July and mid-September.

Understandably we cannot guarantee what nature will dictate, but we can tell you that this area has one of the highest concentrations of Killer Whales on earth and this is where they spend their summer holiday. Some trips view the whales from the kayaks, some while traveling on our water taxi or from our campsites on the shore and some see all of the above.

How close to we paddle to whales & other wildlife?

We do our very best to provide awesome sightings of whales but all the while ensuring that we do not disrupt the natural behaviour of all the wildlife we encounter. We abide by the Canadian whale watching regulations which means we do **not approach killer whales (orcas) any closer than 200 meters (656 ft) and all other cetaceans no closer than 100 meters (328 ft).**

To learn more about how we do our best to minimize our impacts on whales check out nimmsa.org the North Island Marine Mammal Stewardship Association. Your trip fees help to fund whale research and conservation efforts through the NIMMSA fund which Spirit of the West Contributes too.

What is the camp setup like?

Our basecamp at Hanson Island is built up with tent platforms, and rustic driftwood counters in the kitchen for cooking. This site is tucked away in an open forest, and has a gravelly beach that faces west to catch the summer sunsets as they bring a long and exciting day to a close. A comfortable, established site is the perfect place to base ourselves for exploring the local area.

Where do we wash and are there toilets?

Johnstone Strait Ultimate and the Whales and Wilderness Glamping tour have hot freshwater showers and established pit style outhouses.

On all other tours, there is very little fresh water to be found. Therefore, seawater is your best bet for washing up. **Please use biodegradable, environmentally friendly soap brands.**

Toilet facilities are not common in most wilderness settings, although some areas may have pit toilets. We also carry a portable toilet system. Your guide will generally designate an area that works for ensuring your privacy. We are very accustomed to making sure all of our guests feel comfortable and informed – please feel free to ask us any questions you might have, before or during your tour.



ACCOMMODATIONS

ACCOMMODATIONS WHILE ON TOUR

Spirit of the West Adventures will do our best to make sure you are comfortable and feel at home on your tour. We use high quality expedition style tents and thermarests. Most campsites can accommodate the solo and double tent preferences of the group. If you prefer your own tent, please just let us know when reserving your tour.

ACCOMMODATIONS BEFORE AND AFTER TOUR

We encourage our guests to stay on beautiful Quadra Island before and after your trip as Quadra is not to be missed! We work closely with an amazing bed & breakfast on the island- the Chipperfield Hollow B&B run by Robin and Mike. It is located within easy walking distance of the pre-tour meeting location, the Heriot Bay Inn. This guesthouse is also within walking distance of the amazing Rebecca Spit Provincial Park, stores, a restaurant and pub. Staying here is the ideal way to meet fellow kayakers on your tour, prepare for your trip and relax after your return. If you

would like other suggestions for where to stay while on our island, from camping to resorts, we have a full listing of recommended accommodations included with our reservation package or we are happy to discuss options with you anytime.

QUADRA ISLAND - ACCOMMODATIONS

CHIPPERFIELD HOLLOW B&B

(Contact Mike and Robin)

Mike and Robin host you at their home in a secluded forest setting, perfect for a friendly B&B.

Local & Overseas 1 250 285 2422

chipperfield@gicable.com | chipperfieldhollow.com

HERIOT BAY INN

Local & North America 1 250 285 3322

Overseas 1 888 605 4545

info@heriotbayinn.com | heriotbayinn.com

FOLLOW AND SHARE OUR ADVENTURES
to get all our news & specials

[FACEBOOK](#) | [INSTAGRAM](#) | [TWITTER](#)





TESTIMONIALS FROM PAST GUESTS

“Great service from start to finish. Very detail oriented (hydrophone, whale book library, etc.). I love the travel mug we got, a great souvenir! The guides always made us feel super comfortable, they were competent kayakers, and knew a lot about the marine environment, ecosystems, going green...”

Martina and Patrick

“The group was excellent from the moment of pick up to the drop off. We have all got memories to last a lifetime. The camp area was spectacular. The hydrophone was brilliant, seeing and hearing Orcas was incredible. The guides’ knowledge was really broad; all of them were so enthusiastic and willing to share their knowledge.”

Mike, Caroline and Family

“Really every comfort was considered in allowing us to experience the gorgeous wilderness as fully as possible. Can’t say enough about how excellent those guides were.”

Jennifer

“I am very happy I came on this trip. Not only did I have fun, but I learned a tonne about the area and how precious it is. I’m so happy to be a resident of BC and be so close to pristine wilderness.”

Colleen

“Exceeded expectations, guides were 200%! All facilities were top notch and equipment too! Food and dietary accommodation was superb. Our group had gluten, dairy and fruit allergies, all were well fed (an understatement).”

Andrea and Rod

“Thank you for all the memorable experiences. We will recommend you to all our friends. I was able to fulfill a lifelong dream on this trip.”

Ben

“Ryan and Robin were brilliant. They both knew a lot about the area and wildlife which really adds to the experience. Food incredible.”

Vicki

“I highly recommend your paddling company. My experience was superb, food and guides were exemplary. I always appreciate a personal, yet professional approach and you have this mastered. Excellent job. Thanks so much for a wonderful time - it was good for the soul.”

Joni Grundy

OUR TERMS & CONDITIONS

This policy applies to reservations made from Oct 15, 2020 onwards. If you reserved your tour before this, the terms and conditions that were included on your tour confirmation apply.

A NOTE ABOUT COVID-19

We recognise that travel has changed as a result of COVID-19 and we want to assure you we are here to help you have a safe and wonderful experience. We will work with you to help you find appropriate travel insurance protection for your adventure to give you the peace of mind to travel while protecting your hard-earned vacation dollars.

We are a small family-run company and really appreciate your understanding that we incur many expenses in preparing for these tours and our terms and conditions and cancellation policy reflect this. We are happy to provide any paperwork needed for your insurance claim if you are unable to join us and you seek to reclaim any retained travel or tour costs.

As our thank you to you for purchasing travel insurance, which helps to protect us both, we will offer you a \$50/per person credit towards your tour cost if you provide evidence of a valid Cancel for Any Reason (CFAR) Insurance policy that will cover your tour costs if you had to cancel as a result of travel restrictions, advisories, quarantine, self-isolation and other COVID-19 related reasons. The credit will be applied to the final payment. For a list of policies/coverage that qualify for this credit, please click here (inserted link: <https://www.kayakingtours.com/travel-insurance/> | MVW) or call our office for more details. Please note, this insurance needs to be purchased immediately after reserving your tour to be valid; again, we are happy to help you sort out the details.

If Spirit of the West Adventures chooses to cancel a tour (NOT for reasons outside of our control; see force majeure below) then the full amount paid for the tour is refundable. Please note, expenses outside of the kayaking tour i.e. travel, hotel etc. would remain your responsibility and are another reason we strongly encourage purchasing travel insurance.

In order to participate in our tours you will need to complete and answer satisfactorily

- COVID - 19 Pre-Screening Questionnaire
- COVID - 19 Statement of Understanding
- Liability Waiver
- Medical Information Form

Please note that if you exhibit any symptoms of COVID-19 or have been ordered to self-isolate, you will be immediately isolated from the group and likely removed from the tour. There will be no refunds after tour departure and you will be responsible for the costs associated with being removed from the tour and any additional expenses incurred as a result. Please contact your travel insurance provider in order to submit a claim for expenses incurred.

Please visit our website for more details on the [Pre-Screening Questionnaire](#), [Statement of Understanding](#) and our [COVID-19 specific procedures and safety measures](#).

HOW TO RESERVE YOUR TRIP

Reserving your adventure with Spirit of the West Adventures is simple. Just call 1-800-307-3982 to speak with one of our friendly and helpful office crew, e-mail your request to info@kayakingtours.com or reserve your trip on the web through our [online reservation request system](#). If reserving a private bubble tour, please contact us to have special group rates applied to your reservation.

If you're not sure if a particular trip is right for you or you're looking for more information, let us know and we would be happy to answer your questions or put you in touch with a past guest who has experienced the trip before.

To reserve space on our tours we ask for a deposit as well as a completed reservation form. We require a deposit of 25% on all tours.

Payment can be made by cheque, money order, Visa, MasterCard, or Interac e-Transfer; any processing charges or fees are your responsibility.

PAYMENT SCHEDULE

A deposit to reserve your space on a tour is due at time of booking. For tours that take place in Canada, the balance of your trip cost is due 60 days prior to departure. For tours that take place outside of Canada, the balance of your trip cost is due 90 days prior to departure. If you book and pay after the final balance due date, all monies paid are non-refundable. For your convenience, with your authorization, we automatically charge your credit card when the balance is due unless otherwise arranged.

PRICING

All tours which take place in Canada are priced and charged in Canadian dollars; tours to Chile, the Bahamas and Greenland are priced and charged in US dollars. Any foreign currency pricing is only approximate. It is your credit card company or bank who determines your exchange rate on the day your transaction takes place. If for some reason you have to cancel and funds are refunded to your card Spirit of the West Adventures is not responsible for any differences in exchange rates. Pricing is subject to change.

For all Canadian tours there is an additional 5% Goods and Services Tax (GST). Tours that take place outside of Canada are not taxed. Non-tour add-ons (equipment rentals, merchandise) must be charged both 5% GST and 7% PST. All tours are also subject to a non-taxed voluntary \$20 per person sustainability fee which is donated to research and conservation organizations that work in the areas where we operate.

CANCELLATION POLICY

Please understand that our trip dates and capacities are limited, and when we accept your reservation we may be turning others away from booking that trip. If you find it necessary to cancel your tour, please let us know as soon as possible. No refunds are given once tours have departed. Spirit of the West Adventures Ltd. is not responsible for any additional costs that may arise in the event of a trip alteration or delay caused by circumstances beyond our control. To avoid confusion, we require written notice of cancellation, by email or mail. The following fees will apply to cancellations and are calculated as of the date we receive your written cancellation notice, which can be sent by email or standard mail.

Tours that take place in Canada: If you must cancel your tour, your refund is as follows:

- 60 days or more prior to the trip departure date – Full amount is refunded less a \$150 administration fee (per person).
- 59-30 days prior to the trip departure date – 50% of total tour price is refunded.
- Less than 30 days prior to the trip departure date – No refund will be given.

Tours that take place outside of Canada: If you must cancel your tour, your refund is as follows:

- 90 days or more prior to the trip departure date – Deposit is refunded less a \$250 administration fee per person and the guest is responsible for any costs incurred for cancelling any additional tours or travel arrangements.
- 90-60 days prior to the trip departure date – 50% of total tour price is refunded.
- Less than 60 days prior to the trip departure date – No refund will be given.

Spirit of the West Adventures Ltd. is not responsible for ensuring the appropriate level or amount of coverage is purchased. Please contact your travel insurance provider to ensure you have appropriate coverage for your entire trip. If you use a credit card for payment for your tour expenses, you may have trip interruption insurance as part of your card benefits. This coverage, however, is often a limited dollar amount, may not cover COVID-19 related issues and does not usually include cancellation or medical coverage. Please check with your specific card provider to ensure you are adequately insured. Personal equipment, baggage and valuables (cameras, electronics, jewellery, etc.) are carried entirely at the owner's risk. Spirit of the West Adventures Ltd. is not responsible for lost, damaged or delayed property.

Learn more about [Travel Insurance here](#). Spirit of the West Adventures Ltd. reserves the right to cancel any trip prior to departure for any reason whatsoever, including but not limited to insufficient bookings. If we have to cancel a tour due to insufficient bookings, you may choose between an alternate trip or a full refund. We will inform participants of cancellations due to insufficient bookings at the earliest possible point and no later than 30 days prior to the tour departure. If the alternate trip chosen is of a lower value than the originally booked, then you are entitled to a refund of the difference. If the alternate tour chosen is of a higher value, then you will pay the difference in price.

If a tour has to be cancelled due to circumstances beyond our control and/or a circumstance amounting to "force majeure" such as war, threat of war, political instability, riots, civil disturbances, actual or threatened terrorist activity and its consequences, natural or nuclear disasters, fires, epidemics, health risks and pandemics, acts of God, industrial disputes, unforeseeable technical problems with transport for reasons

beyond our control or that of our suppliers, closed or congested airports or ports, hurricanes and other actual or potential adverse weather condition, and any other similar events, there will be no refund from Spirit of the West Adventures Ltd. Please contact your travel insurance provider for details on how to start a claim. Spirit of the West Adventures Ltd. is not responsible for expenses incurred by trip participants in preparing for a cancelled trip (for example non-refundable advance purchase plane tickets, visa fees, inoculations, equipment etc. or for any additional arrangements for other travel plans associated with your travel).

Spirit of the West will make every reasonable effort to contact you as soon as it appears that a trip may be cancelled.

TRIP PREPARATION

Once your tour is booked and your deposit is received by us, we'll send you a detailed document that includes everything that you will need to prepare for your tour including an itinerary, packing list, transportation options, directions, meeting times and frequently asked questions. For tours outside of Canada, we also include information about topics such as passports, visas, immunizations and currency exchange. All you need to bring is your passport, a sense of adventure, your clothing and personal items. Let us know if you're planning a birthday or anniversary trip. We'll pack a surprise!

DIETARY RESTRICTIONS AND ACCOMMODATIONS

We need to know as soon as possible about any dietary requirements we should consider when planning your trip menu. If you have food allergies or restrictions, we will do our best to accommodate your needs. However, people with severe food allergies may need to supply some or all of their own food as we can't entirely mitigate the risk of cross-contamination. Additionally, some specific needs can only be met if we charge you a supplemental menu fee to cover our increased costs.

Please note we are not a peanut- or nut-free facility. On Chile and Bahamas tours the availability of ingredients or restaurant kitchens outside of our control may limit the type of dietary accommodation we are able to offer.

Note: Pending a detailed discussion about a guest's specific dietary requirements, Spirit of the West Adventures may determine that a person with severe allergies and/or dietary restrictions is not suitable for our adventures due to the constraints of preparing food for groups of people in a wilderness setting.

MEDICAL & RISK ACKNOWLEDGEMENT/ LIABILITY RELEASE FORMS

Each participant is required to fully fill out the [Medical Information Form](#), [Liability Release Form](#), a [COVID-19 Pre-screening Questionnaire](#) and [Statement of Understanding](#) in order to join the tour. Spirit of the West Adventures Ltd. must receive the completed Medical Information Form, Liability Release and Statement of Understanding at least 30 days prior to tour departure. Please read and understand the COVID-19 Pre-screening Questionnaire as you will be asked to complete the questionnaire the day before or day of your tour departure.

GUEST RESPONSIBILITY

All guests will be required to complete a Pre-Screening Questionnaire and Statement of Understanding regarding COVID-19. Your honesty in self-reporting on these forms as well as compliance with our COVID-19 policies and procedures is required and will help to keep us all safe. **We highly recommend purchasing travel insurance that covers medical, interruption and cancellation as a minimum.**

Although no previous kayaking experience is required on our tours, as with any adventure there is always an element of risk. While our trips are not considered to be overly strenuous or physically demanding, we do require a moderate level of fitness and good general physical condition. If you have any physical limitations or concerns, please let us know. As we are not qualified to evaluate your level of fitness we ask that you (possibly along with your doctor) determine whether or not you are able to join one of our adventures. If you have any special medical conditions, we encourage you to check with your doctor before you reserve your trip. Please also note that all of our tours take place in remote areas and evacuations can take a great deal of time and can be expensive. Persons with physical limitations and/or disabilities are welcome on Spirit of the West tours, pending a discussion of any special needs and requirements.

You must also acknowledge that travel with Spirit of the West Adventures Ltd. requires a degree of flexibility and understanding that the trip's route, itinerary, accommodation and modes of transport are subject to change without prior notice due to local circumstances. While traveling with Spirit of the West Adventures Ltd. you agree to accept

the authority of the leader at all times. You need to be aware that group travel may involve compromise to accommodate the diverse desires and abilities of group members. We just ask that you welcome your adventure with an open mind and be able to laugh and have fun when encountering the unexpected. Spirit of the West is dedicated to providing safe, environmentally sensitive, well-organized, fun-filled adventures.

PASSPORTS AND VISAS

You must carry a valid passport and/or necessary documentation and have obtained the appropriate visas when travelling with Spirit of the West Adventures Ltd. Please ensure your passport is valid for 6 months beyond the duration of your trip. It is your responsibility to ensure that you are in possession of the correct visas for your travels. Spirit of the West Adventures Ltd. does not accept responsibility if you are refused entry to a country because you lack the correct documentation, or the authorities deem you unsuitable for entry.

ACCOMMODATIONS ON TOUR

Tours within Canada: Keep in mind that our [sea kayaking tours](#) are a true wilderness experience that can involve camping in established and non-established sites. Our expedition style tours involve camping at sites with minimal facilities and rustic surroundings. Basecamp style tours afford more facilities and comforts. This is all part of what we call an adventure! Tenting and lodging is generally based on double occupancy, however if you are traveling solo we do our best to provide you with your own tent, please confirm this is possible when making your reservation.

Tours outside of Canada: Hotel portions of tours are based on double occupancy. If you prefer a single room there is an additional \$100/night single supplement charge. Availability of single rooms may be limited. Single accommodation on the mothership in Chile is not possible. All tenting is also based on double occupancy, however if you are travelling solo we do our best to provide you with your own tent.

GRATUITIES

Gratuities are not included in your tour costs. Gratuities are always appreciated. If you feel the guides and crew have done an exceptional job, tipping is a great way to show your appreciation. We also appreciate other expressions of thanks including cards, letters etc.

STORAGE OF PERSONAL AND FINANCIAL INFORMATION

Due to the nature of our services, it is necessary to collect and store a certain amount of personal and financial information. By providing us with address, personal and financial information, you consent to the storage of this information for a period of time deemed appropriate by Spirit of the West Adventures Ltd. Personal information includes, but is not limited to, your first name, last name, phone number, email address and billing address and date of birth. Financial information includes, but is not limited to, your card account number, card expiration date and cardholder name. Spirit of the West Adventures Ltd. is PCI compliant and is committed to ensuring the safety of your information.

PRIVACY POLICY

Spirit of the West Adventures occasionally sends out an e-newsletter and occasionally area- or activity-specific news that we think you'll want to hear about. We will assume you agree to email correspondence when you make an e-booking or provide us with your email in other situations such as competitions, promotions, prize draws and social media. We will NEVER SELL your email address to any third-party company. We do however sometimes share this information for the purpose of coordinating trip logistics, for example booking airline tickets, arranging travel and for helping with our marketing efforts. You can unsubscribe at any time by emailing or clicking on the links in newsletters. See our [privacy policy](#) for more details.

PHOTOGRAPHIC RELEASE

Spirit of the West Adventures Ltd. reserves the right to take photographic or film records of any of its tours. Trip members should be aware that Spirit of the West Adventures Ltd. may use these photos or film for promotional and/or commercial purposes without remuneration to the trip participants.