

GENERAL POLICIES



Agreement to General Policies

Your use of any UKALIQ product whatsoever, including but not limited to Expedition services, Private Guide and Instructor services, Training services and any other service offered constitutes your agreement to UKALIQ General Policies, without any reserve or exclusion.

Payments, Changes, Cancellations and Refunds

All online courses are strictly Non-Refundable. In the event of cancellation of field courses/ trips/expeditions, fees are fully refundable from the time of invoice, up to 60 days before start date. Within 60 days and before 30 days of start date, 25% of the total invoiced amount shall be retained. Within 30 days and up to the start date, 45% of the total invoiced amount shall be retained. We also reserve the right to rebook you on the same or similar Trip/Expedition/Course, subject to availability.

Travel, Medical and Cancellation Insurance

Cancelling your course and or expedition registration, requiring an evacuation, or experiencing a medical emergency may result in substantial costs to you. Such costs shall not be covered by UKALIQ under any circumstance. As a result, we may require that you obtain travel, medical and cancellation insurance.

Certification Guarantee

Certification of any course offered by UKALIQ is not guaranteed under any circumstance. Certification shall be given at the discretion of our Instructors, Trainers, and PAWGI as applicable.

Trip Interruption, Rescue, and Evacuation

If you interrupt your trip or course and/or require evacuation for any reason, including but not limited to medical emergency, evacuation, injury, sickness, lack of physical fitness, or psychological distress etc., you will be responsible for all costs associated with such interruption, rescue or evacuation, including all transportation and medical costs. We will not provide any refund or travel voucher whatsoever.

Itinerary Changes by UKALIQ

We may be forced to change in our sole discretion, the itinerary, destination or locations of any activity we offer due to circumstances beyond our control, including but not limited to weather, forest fires, river levels, wildlife etc.

Cancellation by UKALIQ

We reserve the right to cancel any activity we offer up to thirty (30) days prior to the starting date in our sole discretion or up to the last minute in the event of circumstances beyond our control.

Interruption by UKALIQ

Should we be forced to interrupt any activity in progress due to an evacuation, or in the event of circumstances beyond our control, including but not limited to Guide injury or sickness, we will, at our discretion and subject to our availability, re-book you on the same or similar trip, on the date of your choice.

Unforeseen Expenses

Should we incur unforeseen expenses arising out of circumstances beyond our control, such as the need for an egress flight, unexpected or alternative logistical arrangements not covered in your invoice/bill, the cost of these expenses will be eventually divided among participants.

No Guarantees

We are unable to guarantee wildlife viewing, as a result we cannot be held responsible for any disappointment arising out of your inability to observe certain wildlife. We are unable to guarantee the exact date of fall colours in various regions of the world, as a result, we cannot be held responsible for any resulting disappointment.

Damages

You are responsible for any damages or loss to your equipment or property, or to our equipment or property, including damage done by minors under your care.

Non-smoking

We offer a strictly smoke-free environment, as a result, we kindly ask that you refrain from smoking in any building, tent, vehicle, or within 100 meters of any participant or staff member.

Equipment

We may only supply a limited list of equipment for each activity, and all participants are responsible for providing their own personal equipment and outdoor clothing, as outlined in individual equipment lists provided upon registration to any activity we provide. Any participants without the required equipment may not be allowed on an activity, at our sole discretion.

Medical and Physical Fitness

Participants must ensure that they are medically fit to participate in any planned activity. Additionally we require a current Tetanus vaccination for any activity we offer, with the exception of online courses. Participants must also ensure they have the level of physical fitness required for any planned activity.

Medical Emergency, Accident, and/or Evacuation

You would be responsible for any expenses arising out of any medical emergency, accident or evacuation. As a result, we require that you purchase a Travel and Cancellation Insurance Policy as well as Out of Province/Territory Health Insurance.

Denial of Service

We reserve the right to deny service to anyone or any organization, for any reason, without justification.

Required Documents

We require that a Release of Liability and Assumption of Risk form be completed in order to participate in any activity we offer, with the exception of online courses.

We also ask that you complete a Medical Questionnaire prior to any Activity we offer.

Age of Participation

The Minimum age for participation is 16 years old. We also ask that all minors are accompanied by an adult.