BOOKING TERMS & CONDITIONS

All bookings are made with White Crow Adventure Tours, LLC, owner and operator of all advertised itineraries found in our brochure and on our website (herein referred to as “White Crow” or “White Crow Adventure Tours”). We are registered in the state of Virginia.

By booking a tour with us, you are agreeing to these Booking Terms and Conditions, which constitutes the entire agreement between you and us.

***All passengers must be 18 years of age or older to travel with White Crow Adventure Tours unless they are accompanied by an adult. For safety and enjoyment’s sake, no minor under the age of 8 years old will be accepted on a White Crow Adventure Tour.***

1. **Insurance Recommendations**

White Crow Adventure Tours does not require proof of medical or travel insurance for participation in our day hikes. We do, however, highly recommend that all guests obtain proper coverage for personal injury, medical treatment, repatriation, and evacuation expenses. It is also recommended that guests obtain travel insurance including personal property and trip cancellation coverage. If you are a resident of the United States with a current health insurance policy, it is likely that your policy should cover these provisions. It is your responsibility to verify your insurance policy details with your insurance provider.

1. **Tour Confirmation and Payment Details**

Booking is easy with our 100% secure online booking system. White Crow accepts all major credit cards as acceptable method of payment.

1. **Non-Private Group Day Tours**

Full payment is due at the time of booking. No deposits are required or accepted.

Cancellations:

White Crow offers a full refund of all money paid if you cancel your tour 72 hours or more before the departure date. No refunds are issued for cancellation made *less than* 72 hours before the departure date.

If White Crow is forced to significantly alter or cancel your tour, we will let you know as soon as possible. In these circumstances, you can choose one of the following options:

1. Accept White Crow’s offer of a comparable replacement tour, or
2. Receive a refund of all monies paid.

When accepting an offer for a replacement tour:

1. If the cost is lower than the price of your original tour, you will receive a refund for the difference in cost.
2. If the cost of the replacement tour is equivalent or higher than your original tour, you owe nothing.
3. **Private and Chartered Group Tours**

A non-refundable deposit of 20% is required to confirm all private or chartered group tours. This payment is utilized to secure your vehicle, tour guide, and any reservations needed to fulfill the tour. The final balance is due 30 days before the departure date. Requests for private or chartered group tours made less than 6 weeks before the departure date must pay the entire cost of the tour at the time of confirmation. Custom group tours can arrange for convenient pickup & drop-off at your specific hotel upon request.

Cancellations:

Any cancellations made ***more than 30 days*** before the departure date will receive full refund of all money collected not including the non-refundable deposit. Cancellations made ***within 30 days*** before the departure date will result in the loss of all money collected. If you do not pay the balance of your private or chartered group tour *within* 30 days of the departure date, your tour will be canceled resulting in the loss of your entire deposit.

If White Crow is forced to significantly alter or cancel your tour, we will let you know as soon as possible. In these circumstances, you can choose one of the following options:

1. Accept White Crow’s offer of a comparable replacement tour, or
2. Receive a refund of all monies paid.

When accepting an offer for a replacement tour:

1. If the cost is lower than the price of your original tour, you will receive a refund for the difference in cost.
2. If the cost of the replacement tour is equivalent or higher than your original tour, you owe nothing.
3. **Optional Activities**

During any White Crow tour, there may be opportunities to participate in activities or local events, which are not included in White Crow’s packaged tour. White Crow makes no representations about the safety or quality of these activities and events, or the standard of the independent operator running it. Activity examples may include, but are not limited to, hiking, wine tasting, sea kayaking, or whitewater rafting. Events may include, but are not limited to, local festivals, concerts, and organized events. It is therefore understood and accepted by the Guest that any assistance given by White Crow’s tour leader or staff to help arrange these optional activities is done in good faith. **White Crow does not sponsor or endorse these activities or events, nor can White Crow be held liable for any injury or illness resulting from your participation. If you decide to participate in these events, you do so voluntarily and should take precautions to ensure your own safety.**

1. **Discounts and promotions**

All discounts and reduced pricing are applied at White Crow’s discretion. From time-to-time, White Crow may offer reduced pricing on selected tours. The reduced pricing applies strictly to new bookings only. Bookings for which the Client has already paid a deposit are locked into their original price and are not entitled to the reduced pricing.

1. **Baggage**

You are allowed to bring one medium to small sized ‘day’ pack on any White Crow tour. If you need to bring additional baggage, you are responsible for requesting approval from White Crow Adventure Tours before your tour begins. White Crow is not responsible for securing or protecting any of your baggage or belongings at any time during any tour. It is therefore recommended that you only bring necessary items relating to the activities, locations, and experiences you’ll encounter while on tour. All other valuables should remain in an alternate and secure location.

1. **Tour & Itinerary Changes**

Advertised prices are based on current rates of exchange, tariffs and taxes. White Crow reserves the right to adjust our tour prices without notice to cover increased costs and taxes. Although uncommon, White Crow also reserves the right to implement fuel and other surcharges to address unexpected or unplanned fluctuations in global exchange markets. White Crow reserves the right to withdraw any tour or part therein and to alter the itinerary or tour inclusions as it deems necessary or desirable. Any financial expenditures or losses to White Crow caused by events that are either unforeseen or uncontrollable that result in tour cancellation, delays, itinerary changes, or other adjustments, can be passed on to you. Every effort will be made to operate tours as planned, but alterations may occur after the final itinerary has been issued.

1. **Promotional Photography**

White Crow reserves the right to take photographs during any tour program or part thereof and to use them for promotional purposes. By booking a reservation with White Crow, you agree to allow your images to be used in such photographs. Anyone who prefers that their images not be used publically must identify themselves to their tour leader at the beginning of your tour.

1. **Complaints, Claims, and Refunds**

Refunds are not issued for any included activity or tour location that is missed due to circumstances out of White Crow’s control. Anyone looking to make a claim, submit a complaint, or request compensation for any reason must do so in writing or email within 14 days after the tour’s completion. Any and all supporting documentation to the claim or complaint must accompany the initial written letter or email. Any claim or complaint received by White Crow after the 14-day deadline will not be accepted or reviewed.

1. **Limits on Responsibility**

White Crow is not responsible for delays, changes, or cancellation costs due to incorrect, incomplete or expired traveler documents. In the event that you must cancel, delay or reschedule your tour due to expired or missing travel documentation, you are responsible for all associated costs to rectify the situation. If you are unable to join your tour, you will not be reimbursed or refunded any amounts as per the cancelation terms listed in this document.

At no point, and under no circumstances, is White Crow responsible for payments or costs relating to external services such as flights, accommodations, car service, or any other part of travel that was booked and paid for externally to White Crow (i.e. with a travel agent). White Crow is not obligated to alter any tour itinerary or suspend a tour’s commencement for any reason which prevents you from joining a tour as planned.

White Crow reserves the right to make alterations to our tours, itineraries, inclusions, and activities at any time. White Crow may also replace the vehicles used without notice so long as these adjustments do not jeopardize the safety of its clients.

1. **Travel Advisories & Warnings**

While White Crow continuously monitors the areas we visit, it is your responsibility to become informed about the areas where you are about travel to including any travel advisories and warnings issued by the U. S. State Department. Visit their travel website at [www.travel.state.gov](http://www.travel.state.gov) or contact them by phone at 1-888-407-4747. You are responsible for protecting your own well-being and personal property before, during, and after your White Crow tour.

1. **Personal Responsibility**

You are responsible for purchasing the style of tour that fits your desired comfort level and participating in activities that are suitable for your fitness level and capabilities. By making a booking, you acknowledge that White Crow’s tours are adventurous by nature and may involve a significant amount of personal risk. You also acknowledge that neither you nor anyone traveling with you has any known physical, mental, or other conditions or disabilities that would create a hazard to yourself or your group members. White Crow reserves the right to decline anyone from joining a trip with justifiable cause.

You are responsible for acting responsibly, legally, and with respect to others while on a White Crow tour. White Crow reserves the right to remove you from a trip if you are creating a hazard to yourself or others, acting irresponsibly, impacting the enjoyment of others, or participating in any illegal activity. Any costs resulting from being removed from a tour or being declined participation in a tour is at your expense.

1. **Seat Belt Policy**

In the United States, state laws require that all passengers within White Crow’s vehicles wear their seatbelts at all times while the vehicle is in motion. Our leaders have been instructed to follow White Crow’s policy, which does not allow any vehicle to move unless every passenger is buckled up. This requirement is not only for your safety but also for the safety of everyone else in the vehicle. It is your responsibility to wear your seatbelt properly and at all times while the vehicle is in motion. Children, in particular, must always wear their seatbelt as per Virginia law but are not required to be seated in booster seats after the age of 8 years old. <http://www.vdh.virginia.gov/ofhs/prevention/cps/laws.htm>

1. **Applicable Law**

These Terms and Conditions are governed by Virginia law to the fullest extent allowable. Any disputes in connection with a White Crow tour or these Terms and Conditions will be initiated in the Courts of Virginia, which shall have exclusive jurisdiction and venue in the District of Fairfax County. If a court or any other appropriate authority finds any portion of this document to be invalid, the remainder will remain in full force and effect.

 **I acknowledge that I have read and understand White Crow Adventure Tours’ *Booking Terms and Conditions* and accept the terms listed therein.**