



CANCELLATION POLICY

Note: The Alpine Club of Canada Edmonton Section maintains a cancellation policy similar to, but not the same as, the Alpine Club of Canada's National cancellation policy. It can be accessed here:
https://www.alpineclubofcanada.ca/web/ACCMember/Adventures/Trip_Registration_Policies.aspx

The Edmonton Section is a not-for profit organization, **run solely by volunteers**. Effort is taken to budget such that the club does not make money, nor does it lose money. As such, we do not offer trip refunds.

There are unforeseen circumstances in which a participant will need to cancel a trip (financial, personal, medical, etc.) We sympathize, however we must treat all members equally. Person A may have been critically injured in an accident, while Person B simply double booked themselves, and then there's Person C, who went into labour early. We are not going to verify every story, nor are we going to make a judgement call on which is more important.

Options for you to explore if you need to cancel:

1. **Notify the trip leader.** See if there is a wait list. See if the trip leader has enough time to contact individuals on the wait list. Due to Canadian Privacy laws, we cannot give you the information on the wait list. Remember that all trip leaders are volunteers with full time jobs. If there is not a wait list, or they are unable to contact people, move to step 2.
2. **Find someone to fill your spot.** This cannot just be anyone, it must be someone with the skill set required to participate on the trip. The trip leader will still have discretion whether the replacement person is suitable. They are not "rejecting" your replacement to punish you, they simply want to ensure the highest level of safety is maintained on every trip.
3. **Receive payment from the individual taking your spot.** The Edmonton Section will not be the intermediary. If necessary, we will provide contact information to you, but you will have to sort out the transfer of funds.

This policy is to be used for all Edmonton Section activities where there is not another cancellation policy. If the trip leader has indicated there is a separate cancellation policy for your trip, it will be followed.