

## Portland Audubon Ecotour Policies

**Guide gratuities & tips** (We place this first as it has often caused confusion amongst participants) **Local guides:** Your trip fee now includes tips to **local guides** that we utilize during our trip, so you can expect your Portland Audubon Trip Leader to give a gratuity to local guide(s) in the name of the group at the end of the guide's service. **Portland Audubon guides:** Tipping your Portland Audubon Trip Leader(s) is completely at your discretion. If you wish to, it may be done directly or in the form of a donation to the Portland Audubon Education Department.

**Deposit policy** A deposit is due at the time of registration for our trips. **A deposit is the only thing that guarantees your place on the trip.** Checks should be made out to Portland Audubon and include the trip name on the memo line. Send to 5151 NW Cornell Rd, Portland, OR 97210.

**Payment policy** Payment in full is required **90 days** prior to the trip departure date for international trips or any trip involving flights; and **30 days** prior to the trip departure date for local, van-based trips.

**Cancellation policy** In the event a participant needs to cancel a reservation for any multi-day tour, the following policies will apply:

- **90 days** or more prior to trip departure date, deposit is refunded\*, minus an administrative fee equal to 10% of trip deposit.
- **Less than 90 days / more than 60 days** prior to trip departure date, 50% of deposit is refunded.
- **Less than 60 days** prior to trip departure date, no refunds will be given.

\*Please note: the cost of any internal air flight purchased by Portland Audubon for your trip is not refundable. This may or may not fall within the standard 90 day cancellation period.

If for any reason, Portland Audubon cancels a trip, prior to its start: full refunds, minus the cost of any airline tickets purchased, will be given to all participants. In the event the trip is cancelled while underway due to unforeseen events such as but not limited to natural disaster, military activities, social uprising, or other extremely dangerous conditions not within the control of Portland Audubon; no refund will be issued. **We strongly recommend the purchase of trip insurance and trip cancellation insurance to protect yourself from unforeseen circumstances.**

**Travel insurance and trip cancellation insurance: We strongly recommend the purchase of trip insurance and trip cancellation insurance to protect yourself from unforeseen losses due to accident or illness.** Check with your insurance agent regarding coverage you may presently have via other insurance policies that may cover illness during your trip.

**Smoking** Smoking is not permitted indoors nor in vehicles while on a Portland Audubon tour. If you smoke, please be sensitive to the group and refrain from smoking in close proximity to your travel mates.

**Responsibility** Portland Audubon and/or its agents act only as agent for the passenger in regard to travel, whether by railroad, automobile, boat, or airplane and assume no liability for injury, damage, loss, accident, delay, or irregularity which may be occasioned either by reason of defect in any vehicle for any reason whatsoever, or through acts of default of any company or person engaged in conveying the passenger or in carrying out the arrangements of the tour. **Portland Audubon and its agents can accept no responsibility for losses or additional expenses due to delay or changes in air or other services, sickness, weather, strike, war, quarantine, or other**



TOGETHER FOR NATURE

**causes.** All such losses or expenses will have to be borne by the passenger, as tour rates provide for arrangements only for the time stated. The right is reserved to substitute hotels of similar category for those indicated and to make any changes in the itinerary where deemed necessary or caused by changes in air schedules. No refunds will be issued for any unused portion of the tour. We reserve the right to decline acceptance of, or to retain any person as a member of the tour. Baggage is at owners' risk entirely. The airlines concerned and their agents and affiliates are not to be held responsible for any act, omission, or event during the time passengers are not onboard their aircraft. The passenger ticket in use by said airlines, when issued shall constitute the sole contract between the airlines and the purchaser of these tickets and/or passenger. The services of any I.A.T.A.N. carrier may be used for these tours, and transportation within the United States may be provided by any member carrier of the Airline Reporting Corporation.

**Tour date and trip leaders changes disclaimer** Leaders and schedules are determined up to a year in advance of our tours. In the event that we have a change in a trip's dates or leaders, we reserve the right to do so, and will strive to inform participants as early in the process as possible. Additional leaders will be added to tours according to the group size, and will be specified in the tour itinerary. We also reserve the right to cancel any trip for which there are insufficient reservations.

**Who to contact with questions** Each trip packet will contain specific information on the itinerary and tour details. Unless otherwise stated in the trip information, Portland Audubon's Adult Education Coordinator, Erin Law, will be available to answer questions and inquiries on local and international tours. Erin can be reached at 503-292-6855 extension 119 or [elaw@audubonportland.org](mailto:elaw@audubonportland.org). In the event the Adult Education Coordinator is not available, contact Dan van den Broek, Ecotour Manager, with your questions: [dvandenbroek@audubonportland.org](mailto:dvandenbroek@audubonportland.org)