

Portland Audubon International Ecotour Policies 2021

Guide gratuities & tips: We place this first as it has often caused confusion amongst participants. **Local guides:** Your trip fee includes tips to local guides that we utilize during our trip, 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.

PARTICIPANT DEPOSITS, PAYMENTS & CANCELLATIONS

A deposit equalling approximately half the total trip fee is due at the time of registration. This deposit is the only way to guarantee your place on the trip. Online payment is preferred. If you do need to send a check, please make it out to Portland Audubon and include the trip name on the memo line. Send to 5151 NW Cornell Rd, Portland, OR 97210, Attn Erin Law

Payment in full is required 120 days prior to the trip departure date for international trips or any trip involving flights.

Participant cancellation: In the event a participant cancels a reservation:

- **More than 120 days** prior to the trip departure date, the deposit is refunded*, minus an administrative fee equal to 10% of trip deposit.
- **Less than 120 days / 90 days or more** prior to trip departure date, the full deposit is non-refundable.
- **Less than 90 days** prior to the trip departure date, no refunds of any kind will be given.

* **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 cancellation period.

COVID-19 SAFETY & CANCELLATIONS

Safety is of paramount importance to Portland Audubon. We will follow strict COVID-19 safety protocols during the trip, as defined by the CDC and the World Health Organization. We will adhere to the guidance of federal, state, and local authorities, at a minimum. Furthermore, Portland Audubon follows our own COVID-19 safety protocols in the field. Please see your specific trip for details.

Full vaccination is required for all guests and guides. Guests will not be permitted on the tour if they or anyone in their household have had any signs and/or symptoms of COVID-19 in the last 14 days.

Participant trip cancellation due to COVID-19 related sickness: Unless otherwise stated in the specific trip details, If a participant needs to cancel **at any time** due to COVID-19 related illness or symptoms **ONLY**, participants have these options:

1. Elect to receive a full refund, minus 10% of the deposit (non-refundable administrative fee)*
2. Elect to have the full amount credited to your account to use toward any future Portland Audubon program

Portland Audubon trip cancellation due to COVID-19 pandemic: Unless otherwise stated in the specific trip details, if Portland Audubon deems it necessary to cancel a trip due to the COVID-19 pandemic ONLY, participants will have these options:

1. Elect to receive a full refund, minus 10% of the deposit (non-refundable administrative fee)*
2. Elect to have the full amount credited to your account to use toward any future Portland Audubon program

*During this unprecedented time, the non-refundable administrative fee allows us to partially cover the costs related to the already incurred and non-recoverable expenses and payments to our staff and contractors.

TRAVEL INSURANCE & TRIP CANCELLATION/CHANGES

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 accidents, illnesses, or unforeseen events. Be sure to read the terms, conditions, and exclusions for your trip cancellation insurance policy. Check with your insurance agent regarding the coverage you may presently have via other insurance policies that may cover accidents or illnesses during your trip. Bring all required documentation with you on the trip.

Portland Audubon trip cancellation due to unforeseen events: In the event of cancellation **prior to or during a trip** 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 with the exception of COVID-19; **no refund will be issued.** We **strongly recommend** you purchase travel insurance and trip cancellation insurance.

Portland Audubon trip cancellation due to insufficient registrations: At times, Portland Audubon must make the difficult decision to cancel a trip due to insufficient registrations. Unless otherwise noted, a full refund minus the cost of any airline tickets purchased will be issued in this instance only.

Portland Audubon tour date changes: In very rare instances, Portland Audubon must make the decision to change a trip date due to circumstances outside of our control. Unless otherwise noted, if a participant cannot attend during the new dates, a full refund minus the cost of any airline tickets purchased will be issued in this instance only.

Trip leader changes: Leaders and schedules are often determined more than a year in advance of our tours. In the event that we have a change in a trip leader, we reserve the right to do so and will strive to inform participants as early in the process as possible. **No refund will be issued in the event of a trip leader change.** Additional leaders will be added to tours according to the group size and will be specified in the tour itinerary.

OTHER POLICIES

Travel 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, pandemic, quarantine,**

or other 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 on board 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 IATAN 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.

Single supplements: The trip fee is based on double occupancy. Most tours (when available) have the option of a single supplement, a fee paid by a singular person to have their own room. You can request a single supplement during registration. In some instances, space limitations may necessitate that someone who has paid the single supplement fee share a room for part of a tour. In such cases, we will reimburse the appropriate portion of the single supplement.

Conversely, there may be times when a tour participant who has not requested a single supplement must have a private room as there are no other single travelers to pair with them. In this situation, Portland Audubon will split the cost of the single supplement fee with the participant. In other words, the participant will pay a **“forced single supplement fee” equalling half the regular single supplement.**

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 proximity to your travel mates.

Who to contact with questions: If you have specific questions about the tour itself such as accommodations, birds expected, accessibility, etc. it is best to contact the trip leader(s). Furthermore, trip packets will be distributed approximately one month before the tour. These will contain detailed information on the itinerary. Unless otherwise stated in the trip information, Portland Audubon's Ecotours Specialist, Erin Law, is available to answer general questions and inquiries on local and international tours. Erin can be reached at 503-222-6119 or elaw@audubonportland.org. Email preferred.