

# Pacific Northwest Trip Policies

## PARTICIPANT PAYMENTS & CANCELLATIONS

**Full payment 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

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

- **More than or equal to one month** prior to the trip departure date, the trip fee is refunded, minus an administrative fee equal to 10% of the trip fee.
- **Less than one month** prior to the trip departure date, no refunds of any kind will be given.

## 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. 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.

**On van-based trips, 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 trip fee (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 trip fee (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.

## TRIP CANCELLATION/CHANGES

**Portland Audubon trip cancellation due to unforeseeable events:** In the event of cancellation **prior to or during a trip** due to unforeseeable events such as but not limited to natural disaster, terrorism, strikes, or other dangerous conditions not within the control of Portland Audubon *with the exception of COVID-19*; **no refund will be issued.**

**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 will be issued in this instance only.

**Portland Audubon trip 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 will be issued in this instance only.

**Trip leader changes:** 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

**Single supplements:** The trip fee is based on double occupancy. Most trips (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 shares 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.**

**Guide gratuities & tips:** 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.

**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). Unless otherwise stated in the trip information, Portland Audubon’s Pacific Northwest 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](mailto:elaw@audubonportland.org). Email preferred.

**Portland Audubon reserves the right to change these terms and conditions at any time without prior notice. In the event that any changes are made, the revised terms and conditions shall be posted on the website immediately. Please check the latest information posted herein to inform yourself of any changes.**