

# Pacific Northwest Trip Policies

## PARTICIPANT PAYMENTS & CANCELLATIONS

**Full payment is the only way to guarantee your place on the trip.** Online payment is preferred.

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

- **More than or equal to one month** before 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.

## TRIP CANCELLATION/CHANGES

**Portland Audubon trip cancellation due to unforeseen events:** In the event of cancellation **before or during a trip** due to unforeseen events such as but not limited to natural disaster, military activities, social uprising, or other dangerous conditions not within the control of Portland Audubon; **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.

**Portland Audubon trip date changes:** In rare instances, Portland Audubon must decide to change a trip date due to circumstances outside 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:** Leaders and schedules are often determined more than a year before our trips. If 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 trips according to the group size and will be specified in the trip itinerary.

## OTHER POLICIES

**Single supplements:** The trip fee is based on double occupancy. Most trips have the option of a single supplement, a fee paid by a singular person to have their own room. The single supplement is calculated by taking the cost of a single room and subtracting one-half of the cost of a double room (plus any applicable taxes) that is priced into the trip. You can request a single supplement during registration. In some instances, space limitations may necessitate someone who has paid the single supplement fee shares a room for part of a trip. In such cases, we will reimburse the appropriate portion of the single supplement.

Conversely, there may be times when a trip 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 prohibited indoors or in vehicles while on a Portland Audubon trip. If you smoke, please be sensitive to the group and refrain from smoking in proximity to your travel mates.

**What is included?** Please read carefully the details of the Pacific Northwest Trip you are interested in or registered for. What is included in the fee varies with each trip. The trip fee never includes the following: items of a personal nature, additional snacks, alcoholic beverages, and laundry.

**Who to contact with questions:** If you have specific questions about the trip itself, such as accommodations, birds expected, accessibility, etc., it is best to contact the trip leader. Unless otherwise stated in the trip information, Portland Audubon's Senior Educator for Adult Classes & Trips, Erin Law, is available to answer general questions and inquiries about trips. Erin can be reached at [elaw@audubonportland.org](mailto:elaw@audubonportland.org).

**Portland Audubon reserves the right to change these terms and conditions at any time without prior notice. If 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.**