

Portland Audubon International Ecotour Policies

Guide gratuities & tips: We place this first as it is often the most asked question from participants. **Local guides:** Your trip fee includes tips to local guides that we utilize during your trip; you can expect your Portland Audubon trip leader to give a gratuity to local guides 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 at your discretion. If you choose to, it may be done directly or as a donation to the Portland Audubon Education Department.

TAX-DEDUCTIBLE TRIP

10% of your ecotour fee is a tax-deductible donation to Portland Audubon and supports all facets of our Conservation, Education, and Sanctuary efforts.

PARTICIPANT DEPOSITS, PAYMENTS & CANCELLATIONS

A deposit equalling approximately half the 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.

Payment in full is required 120 days before the trip departure date.

Participant cancellation: If a participant cancels a reservation:

- **More than 120 days** before the trip departure date, the deposit is refunded*, minus an administrative fee equal to 10% of the deposit.
- **From 120 days to 90 days** before the trip departure date, the deposit is non-refundable.
- **Less than 90 days** before the trip departure date, no refunds of any kind are given.

* **The cost of any internal air flight purchased by Portland Audubon for your trip is non-refundable.** The purchase of internal air flights may fall outside the standard cancellation period.

COVID-19 SAFETY & CANCELLATIONS

Safety is of paramount importance to Portland Audubon. We will follow COVID-19 safety protocols during the trip, as defined by the CDC and the World Health Organization. At a minimum, we will adhere to the guidance of federal, state, and local authorities. Furthermore, Portland Audubon follows our COVID-19 safety protocols in the field in response to the unique conditions and local guidelines of each trip. Please see your specific trip and reach out to classes@audubonportland.org for details.

All guests and guides must be up to date with COVID-19 vaccination per the CDC's current protocols. Please reference the "When Are You Up to Date?" portion of the CDC website for further details. It is the responsibility of the guest to stay up to date and comply with the latest CDC guidelines, and guests will be required to show proof of vaccination.

Portland Audubon trip cancellation due to the 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. Furthermore, we strongly advise you to purchase a trip insurance plan to assist you with COVID-19 illness and other medical issues. **Portland Audubon does not provide, suggest a business, or arrange insurance; this is your responsibility.** In the event that you must cancel your participation on an ecotour, trip cancellation insurance may be the only source of reimbursement. If you are uninsured and have a medical issue during the tour, your costs could be extremely high, especially if an emergency evacuation is required.

Read the terms, conditions, and exclusions. 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.

If the trip leader deems it necessary for you to remove yourself from an ecotour at any point due to medical reasons, all expenses associated with isolating, receiving care, and transportation are your responsibility. Portland Audubon cannot offer any refunds for missed days of the tour due to medical reasons, including COVID-19.

Please make sure that your emergency contact will be available during the duration of your trip should we need to contact them regarding questions related to medical issues, care, and transportation if required.

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 minus the cost of any purchased internal airline tickets will only be issued in this instance.

Portland Audubon tour 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 minus the cost of any internal air flight tickets purchased will be issued in this instance only.

Trip leader changes: Leaders and schedules are often determined more than a year before our tours. 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 tours according to the group size and will be specified in the tour itinerary.

OTHER POLICIES

Responsibility: Portland Audubon and/or its agents act only as agent for the passenger regarding travel, whether by railroad, automobile, boat, or airplane, and assume no liability for injury, damage, loss, accident, delay, or irregularity in connection with the service of any automobile, motor coach, launch or any other conveyance used in carrying out this program or for the acts or defaults of any company or person engaged in conveying the passenger or in carrying out the arrangements of the program. **Portland Audubon and its agents can accept no responsibility for losses or additional expenses due to delays 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 also reserve the right to decline to accept or retain any person as a program member. Baggage is at the owners' risk entirely. The airlines concerned and their agents and affiliates are not to be held responsible for any act, omission, or event when passengers are not on board their aircraft. When issued, the passenger ticket used by said airlines shall constitute the sole contract between the airlines and purchasers of these tickets and/or passengers. 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. Neither Portland Audubon nor our operators accept liability for any carrier's cancellation penalty incurred by purchasing a nonrefundable ticket in connection with the tour. Program price is based on rates in effect when the event is published and is subject to change without notice to reflect fluctuations in exchange rates, tariffs, or fuel charges.

Single supplements: The trip fee is based on double occupancy. Most tours 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 tour. 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 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 prohibited indoors or 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.

What is included? Unless otherwise stated, the following is included in the cost of the tour: all land transportation as noted in the itinerary; all accommodations for the dates of the program; all park fees and cost of

activities except those on “Free Days”; all meals except dinners; the educational and guide services of the trip leaders and local experts. The trip cost does not include the following: airfare, phone calls, items of a personal nature, snacks, alcoholic beverages, passport and visa fees, immunizations, laundry, and trip insurance.

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. On most trips, 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, the Assistant Director of Adult Learning and Engagement, is available to answer general questions and inquiries on domestic and international tours. You may also write to classes@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.