



CenterFocus Trip Reservations, Regulations and Cancellation Policy

Thank you for booking with CenterFocus. Please take a moment to review the information below, as it relates to the terms of agreement regarding your trip.

Any trip or tour, be it a single or multi-day event, requires a 50 percent deposit of the total trip cost, prior to CenterFocus formally reserving space for your group and its given adventure. This 50 percent deposit is non-refundable FOR ANY REASON, with the exception being inclement or dangerous conditions forcing CenterFocus to cancel the trip for the purpose of group safety. If CenterFocus is forced to cancel due to weather/conditions prior to departure, you will be charged nothing, and your 50 percent deposit will be refunded to you. The decision to cancel a trip based on weather is at the sole discrimination of CenterFocus and its guides. We cannot always guarantee perfect comfortable weather, as this is beyond our control and part of the natural experience of being outside. Again however, if the weather issue is safety related, we will immediately cancel your trip providing the full refund. If you DO NOT receive a call from CenterFocus, telling you that your trip is cancelled due to weather/local conditions a day/a few days prior to departure, you are expected to be at the assigned meeting place at the assigned time. If you fail to show up and meet our guide/guides, regardless of weather conditions, you will be charged 100 percent of the total trip cost. Once at the assigned meeting/pick-up location, your guide/guides will make a final determination on whether or not a trip is safe to embark on. If the guide/guides decide at the assigned meeting location, a trip will be unsafe, they will be forced to cancel your adventure. Again, if this is the case your deposit will be fully refunded and you will be charged nothing.

One week prior to your trip departure, the remaining 50 percent balance will be charged to you. If you are forced to cancel a trip, you must provide CenterFocus with a minimum of 7 days of notice. If we do not receive a cancellation with at least 7 days of notice, the remaining trip cost WILL BE CHARGED to your card and non-refundable once within a week of the event. The exception to this would be the criteria as stated in the above paragraph (i.e. Weather, hazardous conditions, etc.), in which CenterFocus is forced to cancel. Again, if this were the case you would be charged nothing for your trip.

If you are reserving a trip within one week of the activity, you will be charged 100 percent of the trip cost upon reserving, and all stated policies in this letter will apply.

If you do not show up to the assigned meeting place within ONE HOUR of our scheduled meeting time, the trip is cancelled and no refund is provided.

Once a trip is underway (i.e. You have started climbing, canyoneering, hiking, backpacking, etc, with our guide/guides), whether a single or multi-day journey, NO REFUND will be given for ANY REASON, including inclement weather that could force us to abort the remainder of the trip.

At any point during any trip CenterFocus guides can cancel the event at no refund given the following:

- The guide/guides feel conditions are deteriorating in the area potentially posing unsafe and hazardous conditions.
- The guide/guides do not feel that participants are able to safely complete the remainder of the journey whether in regards to health, fitness, or any other medical/physical issues that could jeopardize the safety of our team.
- The guide/guides do not feel that participants are adequately following directions, and/or not listening to our provided safety briefings and lessons.
- The guide/guides feel that they are being treated in a disrespectful manner.

If you would prefer that payment be split among a few different group members, this is no problem. The above policies would apply to each charge on an individual basis.

Once you have provided us with your name, address, email, contact number, and payment information, CenterFocus will send out a confirmation in regards to your trip, including all pertinent information, meeting points, and a recommended clothing list. Please be advised that ONE confirmation will be sent to you. Please do not contact us prior to your trip to re-confirm that we will be there. If you have a trip scheduled with us WE WILL ALWAYS BE THERE. Sometimes we have multiple tours or are out in the wilderness guiding. As a result we cannot guarantee that someone will always be in the office to answer your questions a few days prior to your trip with us, or to re-confirm with you. If you need assistance or have questions, please call us in advance so that we can assure that we are able to help you in any way possible. We are always happy to resend information upon request in regards to your trip, or to answer any questions that you may have.

Cheers.

Grand Canyon Rules and Policy

All of the above policies apply to our Grand Canyon tours, although a few discrepancies should be noted. In the case of Grand Canyon and Havasupai trips:

-The remaining 50 percent of the trip cost will be charged to you ONE MONTH prior to departure, versus one week, do to the demand for these Grand Canyon trips. If you need to cancel, you must provide us with a minimum of 30 days of notice, or the remaining 50 percent of the trip cost is charged to your card and non-refundable.

-If you desire dates during busy times of the year, or provide us with little advanced notice, we will do our best to get the necessary permits as quickly as we are able to, through the National Park Service, to make the trip possible for you. We require a 50 percent deposit before we attempt to secure permits. This normally takes one to two weeks on average. If there are no permits available, you will be charged nothing, and notified that no space is available.