

# Rescue Dynamics

Edmonton, AB, Canada T6L 1K5

phone: (780) 916-7951

website: <http://www.RescueDynamics.ca>

## Booking and Cancellation Policies and Procedures

These policies affect YOU - Please read carefully

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### **Booking Conditions**

Carefully read the following booking conditions.

1. Registration is dependent on proper completion of waiver, medical and application information forms. Our insurer requires a 2 step process for completing waivers. You will be required to read, sign and mail or email a copy of the completed waiver before a course or activity begins. You will also be required to sign a colour paper copy of the waiver, witnessed by one of our instructors just prior to the beginning of your course or activity. There are no exceptions. We understand this appears redundant but it does insure that you have had ample opportunity to read and understand this important legal document.
2. Rescue Dynamics reserves the right to change or cancel any itinerary or service at any time due to weather, conditions or other reasons without penalty to Rescue Dynamics.
3. Rescue Dynamics reserves the right to deny participation to anyone who is unfit, ill-prepared or in any way a detriment to group safety. The participation of any person on any program is continually subject to the discretion of the instructor(s) and/or guides(s) and Rescue Dynamics.
4. Rescue Dynamics accepts no responsibility for the actions of persons and/or companies supplying goods and/or services as part of these courses or packages or for any extra costs that may arise from the complication or prolongation of any course or program for any reason.
5. Any medical or health related problems or conditions that may adversely affect your participation in any course or program must be cleared by your physician.
6. In the event of an emergency, participants may be liable for any medical, rescue or evacuation costs incurred either on their behalf or as a result of their actions. (This is dependent on location.)
7. Your booking is not confirmed until your payment is received.

### **Booking Procedure**

Always contact our office to confirm final course or activity status before sending in the waiver, medical and application forms. To book we require the following:

1. The course or activity and dates you wish to book.
2. Your name, mailing address, telephone numbers and email.
3. Emergency contact information.
4. Your age. We no longer accept minors on our programs. If you want to book a minor on a specific program, please contact you and we can direct you to a guide or agency that offers services to minors.
5. Prerequisites if required - please list recent relevant experience and courses completed. For first aid and rescue courses, include photocopies of most recent first aid, CPR and/or rescue course certification as appropriate.
6. Any history of current or past medical problems or any special problems you may have which could affect your climbing ability: List any medications which you are currently taking. Also list any foods or medications to which you are sensitive, or allergic. Please note any special dietary restrictions

7. Checklist of any gear you need along with your waist size if you require a harness.
8. Properly signed and dated waiver. You will be required to sign a second copy of the waiver in the presence of a staff member on the first morning of the course or activity. Be aware that signing the waiver is a condition of attending any activity with Rescue Dynamics.

## **Payment**

Prices are listed in Canadian dollars and include GST (goods & services tax). They do not include meals, accommodation or transportation unless noted. All prices are subject to change without notice. We accept, Mastercard® or VISA® and eTransfers. Do NOT send cash in the mail.

For short courses of less than 5 days duration you will be billed for the course fee after we have received your completed waiver, medical and application forms. For longer programs a non-refundable, non-transferable deposit of \$100.00 is required after we receive your completed waiver, medical and application forms. Balance of payment is due 8 weeks before program start. You will be billed for the full course fee if you book less than 8 weeks before program start. If you wish to have a printed receipt, please specifically request one as we normally email a digital receipt.

If using regular mail please send your completed personal information form along with your waiver and medical form to: Rescue Dynamics 5109 - 17A Avenue Edmonton, AB, T6L 1K5 Canada. Most people now email in the forms and send their payment using one of the methods listed below. As mentioned above, *you will be required to sign a second waiver* in the presence of a staff member on the first morning of the course.

## **Payment by Credit Card (MasterCard® or VISA®)**

We accept Mastercard® or VISA®. If paying by VISA® or MasterCard® you must complete the credit card payment form. Be sure you don't forget to bring your card.

*When paying by credit card only:* If you choose, you can email your completed personal information form along with your waiver and medical form. Once you are billed you can email the credit card payment form. *You will be required to sign a second waiver* in the presence of a staff member on the first morning of the course or activity.

## **Payment by eTransfer**

Increasingly we have clients sending payment by eTransfer. If paying by eTransfer you must complete the eTransfer / Credit Card payment form and write in eTransfer where the credit card number would normally go. Once you are billed you can email your credit card / eTransfer payment form. *You will be required to sign a second waiver* in the presence of a staff member on the first morning of the course.

## **Late Bookings!**

If you are about to send your money in for a course at the last minute, be sure you do two things:

1. Visit the course dates page on the website to see if a course is listed as full.
2. Call the office to confirm a spot is available.

These steps could save a great deal of frustration if you register less than 2 weeks before a course.

## **Club Rates**

On some courses there is a differential fee structure in place for certain club members. Members rates only apply if you book and make payment directly through Rescue Dynamics, not through any other agency or booking agent. To be eligible for members rates, you must pay in full and all the required forms and waiver must be received at least 30 days in advance. You must declare your club membership when making

payment. A membership number or photo of your membership card is required and must accompany your application. Call to check on your eligibility. Late payments do not qualify.

## ***Rescue Services & Medical Insurance***

Rescue services are free within Canadian National Parks provided that you have a valid Park Vehicle Pass or Personal Pass. It is *mandatory* to possess one of these passes to attend our courses, as we are traveling in National Park areas. Be sure to purchase one when you first enter the Park if you do not already have one. Medical insurance is available from various insurers and travel agencies. We strongly recommend you obtain this coverage as you are responsible for all medical expenses.

## ***Cancellation and Refunds***

We reserve the right to cancel a course due to low enrollment or severe weather. Should Rescue Dynamics cancel a program, your payment will be refunded. (NOTE: Rescue Dynamics reserves the right to change or cancel any itinerary or service at any time due to weather, conditions or other reasons without penalty to Rescue Dynamics.)

Should you cancel your booking or terminate your participation in a course or activity once the course or activity has begun, for any reason the following penalties apply:

1. If cancellation occurs 12 weeks or more before program start, your payment will be refunded, less any textbook or materials fees.
2. If cancellation occurs between 12 and 8 weeks before program start, \$107 will be withheld.
3. If cancellation occurs between 8 and 4 weeks before program start, the lesser of \$214 or the full course fee will be withheld.
4. Cancellation less than 4 weeks before program start (or once the course or program begins) results in loss of entire amount paid.

Cancellations must be received in writing (voicemail, letter or email). Cancellations are only effective once your notification is received by Rescue Dynamics.

## ***Course Materials***

Course itineraries will be handed out or outlined verbally on the first day of each course or activity where appropriate. If you wish to have an itinerary for any specific course, they can be downloaded directly from our website. First aid and rescue course participants should book as early in advance as possible so that textbooks and other pre-course study materials will reach you with adequate time to prepare for the course.

## ***Accommodation***

Participants are responsible for their own transportation, food and accommodation. Introductory letters for each course often give valuable suggestions for where to stay.

## ***Medical & Safety***

Participants must be in good physical condition and have proper clothing for participating in outdoor activities in foul weather. Instructors reserve the right to deny participation to anyone who is unfit, ill prepared or in any way a detriment to group safety. Participants must complete a medical form and waiver before all courses. There are no exceptions. Medical problems which may affect your ability to undertake a course must be cleared by your physician.

Many of our intermediate or advanced courses have prerequisites. Please be honest about your abilities in completing your application form. If you overstate your knowledge and abilities you may end up on an

activity that you are not prepared for and even worse you may endanger yourself or others. In winter, some of our courses are not recommended for beginner or novice skiers. If you do not have reasonable experience skiing off track in ungroomed variable snow conditions with a large pack on your back, we strongly urge you to attend an "Introduction to Backcountry Touring and Ski Techniques" course. This course is offered several times each winter, often immediately preceding each basic avalanche skills training course.

## **Equipment**

ALL technical climbing gear is normally provided. Be sure to fill out the personal information sheet in regard to what equipment you may require. Ropes, harnesses, helmets, crampons, ice axes, avalanche beacons, probes, shovels, snow study kits and technical rock, ice and rescue gear are provided as required. You will require a day pack for skiing, climbing, rescue and outdoor courses. Be sure it is a LARGE day pack that can hold lunch, spare clothes and a healthy share of the group gear. You must provide your own clothing suitable for foul weather. Use the equipment checklists to assist you in this regard.

Proper climbing boots, rock shoes, ski boots, skis, poles and skins are NOT provided but many items can be rented in Edmonton, Calgary, Jasper, Banff and Canmore. Call Rescue Dynamics before renting anything! Many people rent items they DO NOT NEED.

For summer snow or ice climbing courses, we require that you bring (rent?) a good quality heavy-duty mountaineering boot with a suitable welt for accepting step-in crampons and good gaiters are a must. Soft soled hiking boots are unacceptable on ice.

For winter waterfall ice climbing courses, it is mandatory that you bring (rent?) a pair of solid mountaineering boots or plastic climbing boots. For winter ski related courses, we DO NOT provide skis, skins, boots, poles or clothing. We encourage you to bring the very best equipment possible. Poor and outdated equipment will make your life more difficult, less fun and reduce your learning. You will require either good quality telemark or alpine touring (randonee) equipment including warm boots and clothing. Lightweight cross country track skis or skating skis are totally inadequate. We recommend skis with a minimum 90 to 100mm width at the tip. The wider the better for more flotation in difficult backcountry conditions. Renting is often a good idea if your gear is inappropriate or out of date. If you want to join us on a snowboard, that is completely fine. Please contact us in advance so we can make allowances in our route planning. We stipulate in some limited cases that boarders must own, borrow or rent a split - board for ease of travel in a mixed group. On other courses, it is OK for boarders to do ascents on snowshoes and descents on their board. If you are not sure about gear, give us a call.

## **Questions?**

If you have any further questions call or email us.

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