

SOLSTICE ALPINE GUIDES – POLICY AND PROCEDURES

Solstice Alpine Guides (SAG) has developed our Policies and Procedures to ensure all participants have a clear understanding and expectation of their participation in any of our programming. We encourage all participants to ensure they are aware of all our policy's and procedures prior to your training with us.

SAG GOALS

Solstice Alpine Guides delivers quality outdoor education training. We will deliver this training to the highest industry possible standards. Our goal is to ensure your training with us meets your training needs in a safe and friendly environment.

PROGRAM ENTRY

All participants who apply for our training must fill out both the Medical and Waiver forms. These are presented to your instructor in the morning on the first day of your training. Participants are processed on a first come first serve basis – course participant maximum numbers are always in effect. We can not “hold” seats, you can book or purchase seats through the application process – this includes booking your course online through our website on the “book your course” page. If you are seeking sponsorship for your course – please let us know so we can work with your sponsoring agency.

ATTENDANCE

All participants are expected to attend 100% of their training, this is governed through the numerous other training partners that we are associated with. It is hard to make up training if time is missed. We understand that personal situations sometime require a participant to miss time as a result of a personal matter ie: family, sickness, etc. Each situation is unique and we handle each personal situation on a case by case basis.

Depending on the length of the training, depends on the likelihood that missed time can be picked up.

SAG PARTICIPANT CODE OF CONDUCT

All participants are expected to act in accordance with the following Code of Conduct

- Be safety conscious and follow safety procedures outlined by your course instructor.
- If you know you are going to be absent the next day, inform your instructor to ensure any time loss can be made up if possible.
- Smoking is only permitted in designated area's. The use of any alcohol or drugs is not permitted while participating in any of SAG's programming.

- Please be respectful towards SaG staff, and your fellow course participants. The use of abusive language, anger, intimidation or violence will not be tolerated and can lead to participant removal.
- We want you to succeed in your training so we will ensure our training process meets your training goals.
- Show respect to the natural environment and show respect for all equipment and personal property. If SAG equipment or property is damaged intentionally – full replacement may be required of the participant prior to the training completion date.

POTENTIAL REASONS FOR PARTICIPANT DISMISAL

If the SAG Code of Conduct is not adhered to, then a participant may be asked to leave the training. Serious breaches such as the following may result in immediate dismissal:

- Physical abuse, theft or non-accidental damage to SAG property
- Endangering oneself or others by failure to abide by the safety guidelines laid down by SAG instructors while on program time – these are safety issues.
- Behaviour displaying disrespect toward fellow students and the public.
- The use of illegal substances while in attendance.
- Flagrant disrespect of SAG Code of Conduct
- Willful breaking of any civic, provincial or federal law
- The student is physically unable to meet the course requirements

TUITION REFUND POLICY

To deliver your programming we begin incurring and committing significant expenses well before the program start date. Upon acceptance into the program, we require a 100% of your course fees to confirm your registration.

We regret the receipt of any cancellations, but in most cases, a portion of the course cost has already been allocated before your arrival. Tuition refunds are explained here.

If you cancel your training 30 days prior to the course start date you will receive a 100% refund.

If you cancel your training 29 days prior to your training there is no refund

If you cancel your training for medical grounds within the 29 days prior to your course, we are happy to offer you a course credit towards our next training course.

If you do not show on day one of your course – there will be no refund.

If SAG cancels a training course you will receive a 100% refund.

If there is a course cancelation due to weather conditions – we will reschedule the training and offer you a course credit towards this training date. There are no refunds due to weather conditions.

If you are unable to meet the physical requirements of the training while participating, you may be asked to leave your course if there are safety concerns. Please ensure you fill out the course medical form prior to your training to ensure you are physically able to complete your training. If you are unable to complete your training unfortunately there will be no refund. We encourage all applicants to ensure they are physically fit prior to them participating in our training.

Thank you

Regards

Ray Hawkes

Ray Hawkes
Director SAG



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