

Cancellation and Refund Policy

Effective Date: April 19, 2025

This Cancellation and Refund Policy ("Policy") forms a legally binding part of the agreement between AAROE Survival and Wilderness Travel Adventures ("AAROE", "we", "our", or "us") and the client ("you" or "participant") for all programs, workshops, retreats, and custom bookings offered by AAROE in the Province of Alberta, Canada.

By registering for any of our experiences, you acknowledge and agree to the following terms:

1. Participant-Initiated Cancellations

1.1 More than 14 days prior to the event:

You are entitled to a full refund minus a 5% administrative fee, or you may choose to apply the full amount as credit toward a future experience, valid for up to 12 months.

1.2 Between 7 and 13 days prior to the event:

You are entitled to a 50% refund or 100% credit toward a future event within 12 months of the original date.

1.3 Less than 7 days prior to the event or failure to attend:

No refunds or credits will be issued. This policy is necessary to cover costs incurred in planning and staffing.

1.4 Transfers:

You may transfer your registration to another individual with a minimum of 24 hours' written notice before the start of the event. The replacement participant must agree to all terms and complete any required waivers or documents.

2. AAROE-Initiated Cancellations or Changes

2.1 Cancellations by AAROE:

If we cancel the experience for any reason (e.g., weather, instructor illness, insufficient registration, force majeure), you will be offered the choice of:

- (a) a full refund, or
- (b) rescheduling to a future session at no additional cost.

2.2 Postponements or Adjustments:

If an event must be rescheduled or substantially modified, you will be given the option to attend the revised experience or request a refund.

3. Severe Weather or Unforeseen Events

Most events proceed in various weather conditions. However, if a situation arises that poses a risk to safety (e.g., extreme cold, wildfires, flooding), AAROE reserves the right to cancel or modify the event at its discretion. In such cases, the refund and rescheduling options under Clause 2 shall apply.

4. Custom or Private Group Bookings

Cancellations for private bookings or custom experiences are subject to specific terms detailed in your invoice or event agreement. These terms will override this general policy.

5. Non-Refundable Services and Expenses

Any third-party costs already incurred (e.g., permits, accommodation, transportation, or catering booked on your behalf) are non-refundable. These will be itemized upon request.

6. Limitation of Liability

AAROE is not liable for any costs or losses resulting from your failure to comply with this policy, including travel expenses, lost wages, or other damages. We recommend that you obtain travel or event cancellation insurance where applicable.

7. Jurisdiction and Governing Law

This Policy is governed by and construed in accordance with the laws of the Province of Alberta and the federal laws of Canada applicable therein. Any disputes arising from this agreement shall be resolved in a court of competent jurisdiction in Alberta.

8. Acknowledgment and Agreement

By registering and paying for an AAROE experience, you confirm that you have read, understood, and agreed to this Cancellation and Refund Policy in full. This Policy is binding whether signed in hard copy, digitally accepted during checkout, or acknowledged via email confirmation.