

MOXIE MOUNTAIN GUIDES TERMS AND CONDITIONS

(Updated March 2025)

Generous Scholarship Program- "Pay What You Should" Equity Pricing Policy

Moxie publishes a cost for every course and then asks you to "pay what you should". That may mean paying more for your time with Moxie so that someone who otherwise couldn't afford it can be there too. That might mean you pay a prorated fee or take a course with Moxie on a full scholarship. Reach out for more info!

Program Policies

- Our primary goal is to keep our participants and staff safe. As such, Moxie Mountain Guides, LLC maintains the right to change a program's itinerary or route based on conditions or participants' ability. No refunds will be given for a change in route or itinerary.
- We, Moxie Mountain Guides and our guides, reserve the right to make all weather-related decisions in regards to the cancellation of trips.
- Moxie Mountain Guides is not responsible for pre-program or preparation expenses if a participant cancels for any reason. If these expenses were covered by Moxie Mountain Guides, the participant's card will be charged accordingly.
- Scheduled programs may be cancelled if minimum enrollment is not reached. Every effort will be made to transfer participants to another program. If transfer to another program is not possible, a full refund will be issued.
- If a program is canceled due to man-made disasters, natural disasters, pandemics, dangerous weather / snowpack conditions, or other factors outside of Moxie Mountain Guides control, Moxie Mountain Guides might allow participants to postpone their booking free of charge. Participants may forfeit their booking for the purposes of collecting travel insurance.
- No refunds will be given for early departure from a Moxie Mountain Guides program.
- Participants will not be refunded for transportation costs to and from programs.
- Moxie Mountain Guides is not responsible for any evacuation or search and rescue fees. Travel insurance is *strongly* recommended.

All that said, we're reasonable humans, and we will work with you towards an outcome that's agreeable by all parties.

Cancellation Policy

- Upon Registration – 50% non-refundable deposit. Payment is required to reserve your dates and guide(s).
- Before Departure – 60 Days out, your trip balance is due. If balance is not received 30 days before departure, your reservation will be cancelled. No refunds will be issued.
- For all sign-ups within 60 days of departure, full payment is due at the time of registration.

Group Reservations

- Those who make reservations for a group are responsible for the entire program cost, so make sure you trust your friends/colleagues.
- Payment is required for all participants at the time of reservation.

Changes

- Changes to dates or participants must be received in writing (Email works). Changes may be made up to two weeks from program start date if there is availability. New dates must be within the same season. A change fee of 20% will be assessed.
- No refunds will be issued if the new program is less expensive than the original.

Cancellations

Though we love getting phone calls, cancellations must be submitted to Moxie Mountain Guides in writing. The effective cancellation date is the date upon which Moxie Mountain Guides receives written notice. If written notice is not received, amounts paid will be forfeited. Cancellations will be refunded based on the following schedule:

- Within 24 hours of booking – full refund minus any service fees
- More than 60 days before departure – full refund minus deposit
- 30 – 60 days before departure – 25% refund
- Less than 30 days before departure – no refund will be issued
- Travel insurance is highly recommended. Most insurance policies are required to be purchased within 21 days of your program deposit.