



# Booking policy 2019

## PAYMENT SCHEDULE

DEPOSIT AMOUNT: \$997 CAD per person  
FINAL PAYMENT: 21 days prior to departure

## CANCELLATION POLICY

21 DAYS OR MORE: 100% Refund, Less \$997  
20 DAYS OR LESS: 100% Forfeiture

## BOOKING POLICY

Group sizes are limited to sixteen (16) guests per week. For immediate confirmation on your stay, register your stay with an initial deposit of \$997 CAD to your Visa or MasterCard. Every guest must be registered separately. Prices are quoted in Canadian Dollars and must be paid in Canadian Dollars.

## CANCELLATION POLICY SUMMARY

**21-DAY CANCELLATION POLICY** If you cancel 21 days or more prior to arrival, there will be CAD \$997.00 forfeiture, however you can transfer your dates for free up until 21 days before your originally booked arrival date. You can also pass on the deposit to a friend if they use it to book a stay before 21 days of when you were originally going to come. This stay needs to be in our 2019 season.

If you cancel 20 days or less prior to arrival, the forfeiture amount will be 100 percent so be sure to get trip cancellation travel insurance (check out World Nomads) before the 21-day deadline. No transfer of dates will be granted 20 days or less prior to arrival and absolutely no refunds will be issued on unused portions of program - or accommodations.

**REFUNDS, EARLY DEPARTURE AND NAME TRANSFERS** Program fees are non-refundable and non-transferable in the event of early departure and no-show (we recommend that you purchase a travel insurance policy that covers early departure in case of medical or personal emergency). Full payment will be retained by *Whistler Fitness Vacations* and partners in the event of early departure and no-show. Refunds or credits shall not be provided to participants who leave a program early, or are unable to participate in every scheduled activity, or miss a training session, or day. No name transfer is permitted for any package, including early departure or cancellation. Early departures will result in releasing the originally booked room back into the inventory – it may not be transferred to another name (meaning, you can't 'gift it' to a family member, friend or another *WFV* guest). Should guests elect to depart without formal checkout, the room will be closed out. *WFV* guests may not transfer their vacating room under any circumstance.

## GUARANTEED DEPARTURES

Your departure is guaranteed. There is no minimum guest number on any of our programs. If you book a date, your trip is confirmed.

- *WFV* will clearly advise when a package has sold out nights during their stay duration. As this is out of our control (our wholesale lodging partners are unable to hold rooms for un-booked stays) we are unable to relocate guests into alternative hotels. Instead, *WFV* will provide fair and reasonable credit, or gift certificate compensation to enable alternative lodging to be booked. This is determined and customized on a case-by-case basis depending on booking volume and dates.
- All reservations must be made by credit card deposit via our online booking system. Reservations will be confirmed by email with a booking number. A reservation is not considered booked without a confirmation number.

## TRAVEL INSURANCE

**It is mandatory to purchase Emergency Medical Insurance** to the sum of \$200,000 CAD that covers both emergency evacuation and repatriation for the activities, sports and adventures that *Whistler Fitness Vacations* offers. While every effort is made to ensure your safety at all times, in the unfortunate event of an injury requiring medical attention, an ambulance will be called. This is both to protect you, and to allow other guests to continue scheduled activity with their guide. We will always make the best effort possible to visit you in hospital however this is usually only possible when you are on a private tour. Guides cannot be booked for personal care/assistant purposes even if you are missing a workout session due to injury.

Your policy should also reimburse for prepaid, non-refundable cancellation charges if you must cancel your trip (after the effective date) due to covered sickness, accidental injury, or death of you, a family member or traveling companion; inclement weather, unforeseen natural disaster at home or at your destination, strike or other covered reasons.

**We strongly recommend that all guests purchase travel insurance** as well, with a comprehensive trip cancellation/interruption at the time as booking your stay, in addition to ensuring that you are medically fit to travel well in advance of arrival date. Each program offered by *Whistler Fitness Vacations* is a complete, indivisible program (see full terms).

## PAYMENT SCHEDULE

Payment must be received by *Whistler Fitness Vacations* in accordance with schedule outlined in our cancellation policy. In the event that *Whistler Fitness Vacations* does not receive payment by the cancellation date, the company reserves the right to release the space for general sale. Payment may be in the form of Visa, MasterCard, or wire transfer for programs.

## OVERFLOW REGISTRATION

Our site is a live booking site that is manually updated. When groups sign-up on the site, we can't always ensure accuracy of availability. Do not make travel arrangements until you have received a booking number from us. For updated availability, contact us directly. *Whistler Fitness Vacations* guarantees a full refund within 48 hours of your booking without penalty in the unlikely event that the dates that you signed up for on the website are not available.

## SPECIAL PROMOTIONS

In the event that we offer discounted stays, these special promotions are subject to the terms and conditions stipulated on the product description on our web store. If full payment of the balance owing for a program is not received at least twenty-one (21) days prior to the commencement of that program, *Whistler Fitness Vacations* reserves the right to sell the space to another customer, without refunding that participant's deposit or any monies paid as a fee or otherwise, and *Whistler Fitness Vacations* will not provide to that participant any credit of any kind.

If full payment of the balance owing for a program that is part of a special promotion price is not received as per the date outlined in terms of the special promotion, program fees will be charged at regular price, with the special promotion rate forfeited. Payment for Special Promotion pricing is subject to method listed on site.

## PROGRAMMING AND INJURY MANAGEMENT

### EARLY DEPARTURE, REQUIRED FITNESS LEVEL AND MISSED TRAINING SESSIONS

Refunds or credits shall not be provided to participants who leave a program early, or are unable to participate in included activities or miss a training session or day, or do not meet our required fitness standard or code of conduct.

Due to the group nature of our program, *Whistler Fitness Vacations* is exclusively for women of beginner fitness levels. While we understand that some participants are stronger in biking than running, some guests don't run while others have never used a treadmill, our standard of comparison for programming reasons is on the mile time at 85% on a flat treadmill. During initial fitness assessment on the arrival Monday, all guests must complete their mile between 13 and 25 minutes to be eligible for the week of fitness programming. As we do not offer private programming and require all guests to be challenged physically throughout the day as part of our fitness schedule, *Whistler Fitness Vacations* reserves the right to exclude guests from group guided cardio adventures (and select fitness classes) if they don't meet these requirements – and there are no compatible multi-week stay guests in session with similar fitness levels - with the exception of grocery shop, kayaking, stretch class, life coaching and nutrition tutorials.

Participants may stay for the duration of their booked time without programming provided by *Whistler Fitness Vacations*, should the base and maximum fitness requirement not be met. Full food and lodging with access to all amenities of the Westin Resort and Spa, Whistler facility will be provided. It is the participant's responsibility to test prior to signing up and plan their fitness programming to ensure that they are within the fitness level (upon arrival) that we require.

If a participant in a program becomes injured during her stay at *Whistler Fitness Vacations* and for that reason is unable to join scheduled group activities, we strongly recommend physiotherapy to accelerate recovery and to provide medical guidance as to how we should proceed with their fitness schedule. This is at the participant's expense.

If a participant in a program becomes faster than 13 minutes for her flat treadmill mile during her stay, we welcome this. Our goal is to push you to increased fitness, and we guarantee to keep you challenged in pace throughout the guided cardio tours. This is intended as an incentive for multi-week stays to be motivated to progress, and we've often seen the mile time drop to under 10 minutes for those on week 8. However please understand, if you arrive here in Whistler with your mile under 13 minutes you'll progress rapidly to 8, possibly 7 minutes in your mile which is truly advanced programming. This pace makes *Whistler Fitness Vacations* a completely different program, and we do not have the infrastructure, schedule challenges, programming, private staffing, trail access or support in place to accommodate a wider variety of paces than between an (arrival) 13 to 25 minute mile.

NOTE: The upper limit also applies because if your mile is slower than 25 minutes, we won't finish the trails on time to get to the next activity, and we can't access the more interesting trails that makes our program unique.

## CREDITS AND REFUNDS

Each program offered by *Whistler Fitness Vacations* is a complete, indivisible program, thus credits and refunds shall not be provided if a participant leaves a program early, or fails to participate in a pre-paid activity booked in advance or if a participant misses any part of a program (due to any reason whatsoever, including but not limited to injury, sickness, or personal reasons).

*Whistler Fitness Vacations* Staff have training and experience to assess your physical abilities, and on that basis recommend and assign an appropriate program to you. You recognize and acknowledge that this is part of the service for which you are contracting with *Whistler Fitness Vacations*. That recommendation and assignment are made on the basis of the participant, at a minimum, being physically able to and willing to learn adaptive techniques related to speed walking.

If a participant does not approve of a program provided, this is neither a ground nor reason for a refund of any kind, and none shall be provided. All participants recognize and acknowledge it is possible they will dislike the program provided. There will be no customized programs provided to any participant for any reason, and all participants recognize and understand this.

## EXEMPTIONS

*Whistler Fitness Vacations* may consider individual requests for refund grants outside twenty-one (21) days of arrival, but is under no obligation to do so and it will be at the sole discretion of *Whistler Fitness Vacations* to accede to such a request or refuse to do so, and *Whistler Fitness Vacations* is under no duty to provide any explanation for its decision in this regard. *Whistler Fitness Vacations* shall endeavor to reschedule a customer's participation in a program to occur within two months of the original booking, however this is not guaranteed and any decision to do so or not to do so shall be at the sole discretion of *Whistler Fitness Vacations*. In any event, no refunds or credits for cancellations to participate in any program shall be permitted or considered once booking has been made.

**It is strongly recommended that all customers purchase trip cancellation insurance at the time of booking, in case of an inability to attend or complete a program.**

*Whistler Fitness Vacations* guarantees that Cat Smiley will be in attendance of your scheduled week a minimum of two (2) days of that week teaching classes and workshops except in the unforeseen event of personal emergency. We will take every effort to provide alternate Certified Fitness Trainer to direct program activities in place of Cat Smiley to avoid cancellation following her Jump School program guidelines as provided. No refunds, credits or program transfers will be provided to any fitness vacations that do not have Cat Smiley in attendance due to personal emergency. **Our team is trained to operate *Whistler Fitness Vacations* without Cat Smiley in attendance.**

## PARTICIPATION

Participants are not required to attend every class included in a program or every activity in a scheduled day, however, all participants are required to inform *Whistler Fitness Vacations* of any absences at 8.30am in person at the Westin Health Club. We do not monitor cell phones before 8.30am, and as this is a boot camp, we know how easy it is to text a cancellation from the comfort of your bed in the morning for the physical activities ahead. By requiring you to get up, get dressed and come chat with us in person about why you can't participate in the day, we find that most 'reasons' don't seem so valid. We really want you to succeed in this program and get amazing results – but it's not going to be easy! We're all in this together.

## HEALTH INSURANCE

Participants are required to carry each day their health insurance card that will require them to be admitted into hospital in the event of an emergency. For British Columbia residents for example, this is your B.C. Med card. For out-of-province or International participants, it will be your travel insurance card with medical coverage. This must be placed in your pack at all times, accessible by staff if needed.

## MEDICAL CLEARANCE

*Whistler Fitness Vacations* does not require participants to obtain medical clearance to participate however we recommend that all participants who are new to exercising seek medical clearance prior to commencing a fitness program in preparation for their stay.

## PROGRAM INCLUDES

The cost of Program includes everything set out on the website and catalogue. Please bring money for personal purchases during scheduled hours as required, such as female items, coffees etc. We reserve the right to offer occasional online and group discounts, and do not guarantee to offer every activity and every hike shown on our website as programs are customized to suit the fitness needs and assure the safety of participants registered in our program from week to week. Fitness vacation packages run from Monday to Friday, with Saturday and Sunday un-staffed. Food ingredients are included 7 days a week, with mandatory recipes to follow that continues on the same meal plan. Participants are strictly forbidden to dine in restaurants in the weekends or any other days, as they must follow the provided meal plan.

## MULTI-WEEK STAYS

Lodging (in the same unit) is included through the weekend for multiple weeks of up to 4 weeks, and until Saturday 10am for single week stays. We will endeavor to avoid changing units for stays for longer than 4 weeks, to the best of our ability however participant may be required to check-out and check back in on either the same day, or cover the expense of Saturday lodging after each 28 days as our lodging blocks run Sunday to Saturday.

## ARRIVAL (CHECK-IN)

All participants must arrive and check-in with *Whistler Fitness Vacations* on Sunday to start the program on Monday. Check-in begins at 4:00 pm on the Sunday before session start day with mandatory initiation meeting at 5.30pm. Participants are responsible for their own Sunday arrival day dinner (without restrictions).

## DEPARTURE (CHECK-OUT)

Check-out is from 10am on Saturday, or anytime after the end of the scheduled program at 2pm on Friday. All *Whistler Fitness Vacations* property must be returned on departure day to the front desk. Unfortunately it's necessary to charge participants for broken or lost items so that the next guest has the full box of convenience items available to them. It's necessary because even a lost spice bottle takes employee resources to double count and repack boxes after each stay. For this reason and to encourage guests to be mindful with borrowed items, *Whistler Fitness Vacations* will replace (at the guests expense) any items that are not returned, or that are returned in damaged condition upon designated check-out times, or not returned directly to the front desk, or passed on to another guest. These replacements will be charged to credit card on file, with receipts emailed to you. While smoothie ingredients can be passed on to other guests, all other unused food should be given to front desk to keep for *WFV* to delegate on Monday. We have access to a storeroom fridge and freezer. You can take home your unused protein powder, give it to a guest or check it out in the departure box.

## SECURITY DEPOSIT

Separate lodging security deposits are required upon check-in to your lodging, as per the terms of The Westin Resort and Spa. This is required with a credit card in the participant's name, unless otherwise arranged. Participants are responsible to advise *Whistler Fitness Vacations* within fourteen (14) days of their arrival date if they do not have a credit card so that the Westin Resort and Spa may coordinate pre-authorization. This agreement is separate to that of *Whistler Fitness Vacations* with participants financially responsible for incidentals occurring on your Westin bill (parking passes, keys, damage etc).

## AGE RESTRICTION

The lead guest must be over twenty (20) years of age. All guests will be required to provide valid photo identification upon check-in. *Whistler Fitness Vacations* upper age limit is seventy (70).

## PARKING

Parking is not included with your program fees and all towing expenses or any damages incurred during the towing process are subject to the sole responsibility of the vehicle owner.

While every effort is made to ensure that our program matches what is being advertised on [whistlerfitnessvacations.com](http://whistlerfitnessvacations.com), this may be subject to change at any time due to circumstances outside our control. Not all fitness classes and advertised hiking routes will be provided in every week – this varies upon participant fitness levels, weather and other factors. Consult a physician before starting any exercise program referred to on this site. Weight loss is not guaranteed - results may vary.

### Whistler Fitness Vacations

Suite 618, 102-4369 Main St, Whistler, B.C., V0N 1B4, Canada

**Registration Support** (Jan 22 – Sept 1, 2019)

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