

Refund and Cancellation Policy

The refund and cancellation policy applies for all situations - no exceptions!

Alaska Trips

At Pulseline Alaska we pride ourselves on providing the highest qualified guides, amazing pilots and staff, and ensuring that multiple A-Star helicopters are available during our heli-skiing and Alaska guiding season so that our guests have the opportunity to ski in the Chugach Mountains. We're a small guide owned and operated company and commit to these expenses many months in advance of the season, based upon our reservations and deposits each year.

We work hard to have everything prepared when you arrive to deliver the best possible heli-skiing and backcountry skiing experience when it's "go time." The things we cannot control are weather and/or snow conditions.

Due to the fact that we've already paid for most of the expenses in advance, there are **no cash refunds** for any reason.

Cancellations

Credit toward a future trip with Pulseline will be given for the full value of your deposit, if the cancellation is made (120) one hundred and twenty days or more before your scheduled arrival.

50% of your deposit will be credited toward a future trip with Pulseline if the cancellation is made (90) ninety days or more before your scheduled arrival.

No credit will be given for cancellations within 90 days of your scheduled arrival.

Pulseline may cancel, change, or re-schedule a trip without notice at any time, for any reason; your deposit may be credited for a future trip with Pulseline if this happens.

Pulseline retains the right to refuse service to anyone, at any time, for reasons including but not limited to: being a danger to yourself or others; causing a disturbance; failure to follow guide directions or company policies; poor fitness; being under the influence of alcohol/drugs; signs or symptoms of illness; or inadequate skiing/snowboarding ability - with no credit or refund.

“No Fly Day” Credit

If there are “no fly days” due to weather, high avalanche conditions, mechanical issues, or other factors that prevent you from using all of your pre-purchased flight time (“Hobbs hours”) included in your package during your reserved dates, you have two options:

Use 100% of your unused flight time during the remainder of the current season (if there are available seats with a suitable group)

Receive a credit for 50% of your unused flight time (@ \$1,500/hour) to be applied towards a future Pulseline Alaska heli-skiing trip within two years - to use your credit, you must purchase a trip which is offered in that heli-season

There shall be no credit or refund for any lodging or food due to long-term commitments. We suggest that you purchase travel insurance soon after booking your trip (within 10 days after booking) to cover any unforeseen costs due to a trip cancellation.

No Guaranteed Runs & Overages

All of our heli-skiing and heli-assisted backcountry packages include a certain amount of included (i.e. pre purchased) flight time ("Hobbs hours"). The Hobbs meter measures the actual flight time of the aircraft.

There is no guarantee on the number of runs or number of ski days for each hour of flight time.

While we target 18 runs per 4 hours of flight time on our heli-skiing packages, and three heli-drops on our heli-assisted backcountry packages, this is not guaranteed.

If you get less than this targeted number of runs or number of fly days, **you will not get a credit or refund.**

Actual flight times can vary extensively depending on where we're operating in the Chugach Mountains, group weights, and other factors. For example, we may need to fly further from our base or remote fueling area(s) to find better snow or appropriate terrain given the conditions. Some days when we're out heli-skiing, weather conditions can

deteriorate, and we must exit the field early – other days we may be able to ski all day. In some situations, Lead Guides must spend more time searching for quality snow and appropriate terrain for everyone sharing the helicopter in our non-private “Freeskier” programs – these are just some examples of the dynamic conditions that we face any given day in Alaska that affect our daily number of runs.

Our guides are some of the best in the industry, and all of them love to ski and ride – so we’re all working towards the same goal – but the reality is that some days and weeks we get more runs than the target, and other weeks we get less – for reasons we can’t control. In helicopter skiing, the main costs are helicopter-related expenses – and our expenses are based upon our Hobbs hours – not the number of runs. As a result, this is the same way we charge clients. **Therefore, there are absolutely no credits or refunds if you don’t ski the number of runs we try to target for your trip.**

As noted elsewhere, if you fly more than your pre-purchased flight time in your package, you’re responsible for paying all of your overage fees for such flights.

No Other Credits or Refunds

There are NO refunds or credits for any other reason, except as specifically set forth above, including but not limited to: injury, illness, poor fitness, inadequate ability, fear, dissatisfaction with terrain/run selection or number of runs skied, natural disasters, customs & immigration issues, travel delays or cancellations to Alaska, or other travel restrictions.

Injury or Illness During Your Trip

A seat in the helicopter has been reserved for your trip, and we're often sold out far in advance. **There are no refunds or credits** issued for injury or illness. If you're injured or become ill in the field, you're responsible for all related helicopter flight time required for your evacuation. You're also responsible for the total flight time that your group has used for the day and for each day during the remainder of your package, even if you aren't available or able to fly.

If you opt out of skiing/snowboarding for a day or any portion of a day (but your group flies or continues to fly) before your package flight time is used, you're responsible for the flight time used that day. If you decide to end your trip early, for any reason, before your package flight time is used, you're responsible for the remaining flight time and won't receive a refund or credit.

Occasionally, we have guests who want to end their heli-skiing day early, or sit out a day due to fatigue/soreness from consecutive days or for other reasons (e.g. work conference calls). However, weather primarily dictates when we go heli-skiing. If it's flyable, we go heli-skiing, and we assume that you are as well. You're responsible for the hours flown by your group during any reserved day, should you choose to take a rest day or leave the field early for any reason, when we're able to fly.

Your helicopter flight time isn't transferable.

We highly recommend Trip Insurance

Our cancellation and refund policies are absolute. We highly recommend travel insurance for all of our guests. Travel insurance may help cover you for unexpected cancellations, injuries, illnesses, lost or stolen luggage, inclement weather that delays your arrival in Valdez, and more.