

Reservation and Payment Policy

- Reservations are recommended for all tours, most tours require reservations 24 hours prior to departure date.
- There is no reserved seating on our vehicles, please arrive early to have a better choice of seat selection.
- Full payment is due at time of booking for all tours. 50% down payment is required on private charter service bookings, with the remaining 50% payable 72 hours prior to departure date.
- Payment can be made directly to the driver for hop-on service (no reservation) by Visa, Visa Debit, MC, Debit MC, Discover, or cash.
- Visa, MC, Discover, Visa Debit and Debit MC are accepted for online reservations or by calling our office.
- Company/Business cheques are accepted, personal cheques are not accepted.

Cancellation and Refund Policy

- Cancellations prior to 72 hours of departure date will receive a full refund, less processing fees.
- Cancellations within 72 hours of departure date will receive no refund.
- If you miss the departure time, fail to show up at the right place or at the right time, there is no refund. The value of your tour may not be applied towards a future tour as this is the same as giving a refund. If there are extenuating circumstances resulting in a missed tour, a partial refund will be considered.
- If you are using public transit to arrive to our pick-up location, please check the transit schedule in advance to ensure that you can get there in time for our departure.
- We reserve the right to cancel tours or charters if there is any compromise to passenger safety. Reasons for cancellations of tours or charters can vary from bad weather, unsafe road conditions, accidents, or vehicle issues. We will take no responsibility for cancelled tours or charters beyond the refund of all money paid less processing fees which will constitute full settlement. We will try and reschedule your tour or charter if it works with your schedule.
- We cannot guarantee weather, traffic or road conditions. Safety is, and always will be, our primary concern with our passengers.
- Minimum numbers apply to some tours and activities. We will let you know at least 24 hours in advance if a tour is cancelled due to low numbers, and a full refund will be offered.
- We reserve the right to modify, alter, or substitute all or any part of our services when reasonably necessary or advisable. Should this occur, we agree to provide the best alternative reasonably available.
- All times listed for tour itineraries are approximate. Times are subject to change without notice at any time. We will do our best to stay on schedule, however no refunds will be offered for minor changes to itineraries or time changes/delays to tours or other service.
- We are not responsible for any shut downs or delays on the part of public transit (BC Ferries, Skytrain, Canada Line, buses, Seabus, etc...), no refunds will be provided if a tour or other service is missed due to these types of delays.

Activities Policy

- Some of our tours offer activities that require physical action, and we will take no responsibility for any injuries or issues arising from participating in such activities. All passengers waive the right to hold Burnaby Tours and Charters Ltd liable for any injury or death arising from tour activities or services.
- Our priority is the safety of all guests and we reserve the right to cancel or limit activities to those who may be unsafe or have prior medical conditions.
- Activities like skiing or snowboarding require a higher level of physical activity, we require information on age and medical conditions before we can allow guests to partake in these activities.
- We will attempt to replace cancelled or limited activities with other activities of similar value, otherwise we may consider a refund if there is reason to do so.

Privacy

- Any pictures, video, or promotional footage taken by Burnaby Tours and Charters Ltd or other parties working with us (which may include Passengers) during the tour or charter service will be the property of Burnaby Tours and Charters Ltd and can be used for future promotional purposes. The Passenger also consents to the use of the personal information collected regarding the Passenger (except for payment information) to enable Burnaby Tours and Charters Ltd to inform the Passenger of events and promotions. Passengers will have the opportunity to opt out of the promotions policy upon check out.

General Conditions

- ALL PRICES ARE IN CANADIAN FUNDS
- 5% GST (GOODS AND SERVICES) TAX IS ADDED TO PRICES AT CHECK OUT
- PAYMENT METHODS ACCEPTED: VISA, M/C, DISCOVER, DEBIT, CASH, & CHEQUE
- GRATUITIES FOR DRIVER/GUIDE ARE NOT INCLUDED, PAID AT YOUR DISCRETION, AND ARE MUCH APPRECIATED
- MINIMUM CHARGE OF 3 HOURS FOR CHARTER BOOKINGS
- CHARTER RATES INCLUDE YOUR FIRST 100 KM OF TRAVEL, ADDITIONAL TRAVEL IS CHARGED AT \$0.50/KM
- ADDITIONAL CHARGES ARE PAYABLE TO THE DRIVER/GUIDE AFTER YOUR TOUR OR CHARTER VIA MAJOR CREDIT CARD (SEE ABOVE) OR CASH
- OUR VEHICLES ARE NOT WHEELCHAIR ACCESSIBLE, WE WILL LOOK AT ADDING ACCESSIBILITY TO OUR VEHICLES IN THE FUTURE
- WE ARE NOT RESPONSIBLE FOR LOST OR STOLEN GOODS
- WE ARE NOT RESPONSIBLE FOR DELAYS BECAUSE OF WEATHER/ROAD/TRAFFIC CONDITIONS
- NO DRUGS OR ALCOHOL ARE ALLOWED IN OUR VEHICLES OR DURING OUR TOURS
- NO FOOD OR DRINK (EXCEPT WATER) IS ALLOWED IN OUR VEHICLES
- ALL TOURS HAVE ACCESS TO WASHROOMS & MOST HAVE ACCESS TO CONCESSION STANDS
- CLEANING CHARGES MAY APPLY IF CHARTER GUESTS LEAVE VEHICLES IN A DIRTY CONDITION
- WINTER TOURS REQUIRE APPROPRIATE ATTIRE, PREFERABLY WITH SEVERAL LAYERS OF CLOTHING AND PROPER WINTER BOOTS
- MOST TOURS REQUIRE SOME LEVEL OF ACTIVITY, PLEASE BE PREPARED TO WALK SHORT DISTANCES
- WE ASK THAT GUESTS REPORT ANY UNSAFE BEHAVIOUR THEY NOTICE WITH OUR DRIVERS/GUIDES TO OUR OFFICE
- OUR GOAL IS TO PROVIDE OUR GUESTS WITH A FUN, SAFE, AND ENJOYABLE EXPERIENCE, PLEASE CONTACT US DIRECTLY IF WE FAIL TO MEET YOUR EXPECTATIONS AND WE WILL DO OUR BEST TO REMEDY THE SITUATION