



GENERAL TERMS & CONDITIONS

RESERVATIONS

In order for us to confirm your booking request promptly please provide the following information for all customers:

Full Name of each passenger including middle name(s). Passenger names must match government issued ID.

Date of Birth

Citizenship

Weight

Special Requests (such as 2 beds, upper/lower floor, etc.)

Once services are confirmed, ALASKA TRAVEL CONNECTIONS will not be responsible for penalties for name changes.

Once all services are confirmed you will receive a written confirmation from us. This confirmation is also your invoice.

PAYMENT

Select vendor services may require upfront payment. If so, ALASKA TRAVEL CONNECTIONS will communicate and invoice the required deposit amount.

At 45 days prior to arrival final payment is due.

Bank Information for Wire Transfers:

Alaska Travel Connections
1125 W Balboa Drive
Wasilla, Alaska 99654
Wells Fargo Bank, N.A.
San Francisco, CA
SWIFT Code: WFBIUS6S
Account Number: 3537942611

We accept the following credit cards at a 4% surcharge: Visa, Mastercard, American Express, Discover.

CHANGES

ALASKA TRAVEL CONNECTIONS allows changes free of charge as long as no vendor fees apply, and the change is made at least 45 days prior to arrival.

No fees are charged when additional services are added to an existing booking.

STANDARD CANCELLATION TERMS

Notice of cancellation must be sent by email to ALASKA TRAVEL CONNECTIONS.

An acknowledgement of your cancellation will be sent to you within 24 hours.

If you do not receive a reply from us within this time, please resend your email.

Cancellation fees are based upon a percentage of the total invoice amount.

Request to cancel the entire itinerary:

60+ days prior to scheduled arrival	0%
59-46 days prior to scheduled arrival	50%
45 days or less prior to scheduled arrival	100%

Our standard cancellation policy applies to the majority of services we offer. Remote lodges, small cruise ships, and other exclusive services have different policies. Any exceptions to our 'Standard Terms' will be clearly indicated on your proposal document next to the service for which it pertains and will apply.

CANCELLATIONS BY TOUR PROVIDERS OR UNUSED SERVICES

If, due to weather conditions or other circumstances, any service included in your itinerary is cancelled by the tour provider, you will receive a refund up to the full cost paid for the cancelled service.

Should you choose to not participate in a prebooked service included in your itinerary, you will be considered a 'no show' and will not be eligible for a refund.

TRAVEL INSURANCE

We strongly recommend the purchase of travel insurance to protect you in the event of illness, unexpected delays, missed connections, or cancelled services. We offer travel insurance through our partner TravelSafe, and you can get a free quote here: [Travel Insurance Quotes Online - TravelSafe](#)

TRAVEL DOCUMENTS

Travel documents are scheduled for release electronically at 45 days prior to arrival and only after full payment is received.

RESPONSIBILITY

ALASKA TRAVEL CONNECTIONS acts only as an agent for its clients in securing reservations from the various non-affiliated hotels, transportation companies, sightseeing operators and other third parties and is in no way to be considered as the principal operator of these services.

ALASKA TRAVEL CONNECTIONS shall have no liability for loss, damage or injury of any nature, or for additional expenses or inconvenience from an Act of God or any omissions of a third party carrier, hotel operator, restaurant or another supplier of services.

Please be aware that weather conditions in Alaska are unpredictable.

We strongly recommend that your clients purchase travel insurance.

ALASKA TRAVEL CONNECTIONS CONTACT INFORMATION

Alaska Travel Connections LLC

1125 W Balboa Drive

Wasilla, Alaska 99654

Tel. (907) 315-3026

E-Mail: info@alaskatravelconnections.com