



GENERAL TERMS & CONDITIONS

RESERVATIONS

In order for us to confirm your booking request 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.)

ALASKA TRAVEL CONNECTIONS will not be responsible for penalties for name changes.

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

PAYMENT

All reservations require a minimum deposit of 30% upon receipt of our confirmation letter. 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. At 45 days prior to arrival your package is non-changeable.

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.

Cancellation fees are based upon a percentage of the total invoice amount and the time in which the cancellation is received:

10% of invoice total: any time after our written confirmation/invoice has been sent

50% of invoice total: 59 – 46 days prior to your first day of travel

100% of invoice total: 45 days or less prior to your first day of travel

Our standard cancellation terms apply to the majority of services we offer.

Remote lodges, small cruise ships, the Alaska Railroad, and other exclusive operators have stricter policies.

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

Because we cannot make exceptions to our cancellation policy for any reason, including natural disasters and family or medical emergencies, we encourage all our customers to purchase travel insurance.

We offer travel insurance through our partner TravelSafe, and you can get a free quote here: [Travel Insurance Quotes Online - TravelSafe](#) (US residents only).

TRAVEL DOCUMENTS

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

RATE CHANGES

Rates are subject to change without notice and are not guaranteed until a deposit has been received. Government tax rates are subject to change and will be based on the tax rate in effect at your time of travel.

SPECIAL REQUESTS

Requests made for a specific hotel room type or amenity will be forwarded to the hotel. These are requests only and not guaranteed.

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

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