

Canadian Xtreme Adventures have implemented these guidelines, not to take away your fun but to ensure that you have a great time and you, the paying customer is taken care of in case of any incident or action.

As the group organizer, we appreciate your assistance in forwarding these guidelines to all patrons attending the tour and complying with these guidelines. If any customer does not comply, appropriate action will have to be taken.

### **Guideline #1**

All customers must be 18 years of age or have a signed parental consent form.

### **Guideline #2**

All customers must sign a waiver of release on the bus with a Tourguide present before the tour departs Edmonton.

### **Guideline #3**

The bus will only wait a minimum of 20 minutes past the scheduled departure time, this includes:

- Tour departure time
- Morning and afternoon shuttles
- Leaving the mountain to head home

Disclaimer: unless the customer is in the hospital and we are able to still make it within our bus logged hours. Even with that scenario we may have to leave to meet the transportation guidelines. The bus drivers themselves receive the tickets and violation.

### **Guidelines #4**

No customer is to speak on the microphones unless they have discussed this with the office in advance, which the Tourguide will be informed of or the Tourguide has given approval for contest or games etc.

### **Guideline #5**

If the customer is getting out of control they will be given the 1 – 2 – 3 strikes your-out warnings. On the 3<sup>rd</sup> warning the Tourguide will pull over at the nearest town and remove the customer from the tour. It is then the customers own responsibility to return home. This applies to travelling down, coming back and anytime throughout the tour. It is not fair that one bad apple should ruin the tour for the other 50 ppl who are not causing trouble.

### **Guideline #6**

U.S. Tours. No customer will travel with us past Fernie if they are:

- Extremely intoxicated
- Any sign of drugs present
- Causing trouble or disrespectful to the driver, Tourguide or other passengers on the bus.

The Customer will be left in Fernie before travelling to the U.S. If the customer finds their way into the U.S. they may speak with the Tourguide to get back on tour.

On the trip home back to Canada, if any customer fails to meet the same restrictions, the Tourguide will leave the customer in Whitefish.

### **Guideline #7**

No alcohol is allowed on the upper part of the bus past the BC border. If someone is consuming alcohol once we have cleaned the bus and removed all alcohol, the customer will be removed at the next town as they are breaking the law not just a Canadian Xtreme Adventures guideline.

### **Guideline #8**

All room damages must be paid for after a 15 minutes waiting period.

**Any non-compliance with these policies could result in being removed from the tour at the customers own expense.**

Thank you for your adherence to these Customer Guidelines. Have a great trip.

As the group organizer, to acknowledge you have read these guidelines, please sign and return prior to the departure of your tour.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Group Organizers Name

\_\_\_\_\_  
Group Organizers Signature