

Cancellation Policies

1. Shasta Mountaineering School is a small business and our cancellation policies exist to protect our customers and staff. If you're unable to attend your booked trip for any reason, we are unable to facilitate a cancellation beyond what is described below.
2. If you cannot afford to lose the cost of your trip due to unforeseen circumstances, please buy trip insurance. We cannot assume the financial burden for guests who are unable to attend their trip.
3. We strongly recommend purchasing trip insurance to cover the cost of your trip in the event you need to make a cancellation.
4. If you wish to cancel your trip for any reason, a formal request must be made in email.
5. If a trip is canceled prior to 90 days of the trip start date, a refund will be issued minus a 5% administrative fee.
6. If a trip is canceled within 90 days but prior to 30 days of the trip start date, then a 50% refund will be issued.
7. If a trip is canceled within 30 days from the start of the trip, no refund will be issued. We cannot issue you a credit or reschedule your trip.

Cancellations Made by Shasta Mountaineering School

1. Shasta Mountaineering School reserves the right to cancel or reschedule trips for any reason. This includes group trips with inadequate bookings, or other unforeseen circumstances.
2. Guests who have booked on a trip with inadequate bookings will be given the option to upgrade to a private trip for the difference of the additional cost, given credit to apply to another trip, or offered a full refund.
3. In the event of unforeseen circumstances beyond our control, we reserve the right to reschedule, change the trip itinerary, or cancel the trip.
4. No refunds will be issued due to inclement weather, environmental conditions, or other unforeseen circumstances beyond our control.
5. Shasta Mountaineering School operates scheduled trips in inclement weather. Mountain weather is difficult to forecast and is often subject to change. Do not assume a trip is canceled due to weather unless you specifically hear from us.
6. Shasta Mountaineering School reserves the right to cancel the trip due to weather. At the discretion of the owner, a partial weather credit may be issued to guests for use on a future trip.