



Bird Alliance of Oregon

Domestic and International Ecotour Policies

GRATUITIES AND TIPS

Guide gratuities & tips: We place this first as it is often the most asked question from participants. **Local guides:** Your trip fee includes tips to local guides that we utilize during your trip; you can expect your Bird Alliance of Oregon trip leader to give a gratuity to local guides in the name of the group at the end of the guide's service. **Bird Alliance of Oregon guides:** Tipping your Bird Alliance of Oregon trip leader(s) is at your discretion, but always appreciated. If you choose to, it may be given directly to your guide or as a donation to the Bird Alliance of Oregon Education Department.

TAX-DEDUCTIBLE TRIP 10% of your ecotour fee is a tax-deductible donation to Bird Alliance of Oregon and supports all facets of our Conservation, Education, and Sanctuary efforts.

PARTICIPANT DEPOSITS, PAYMENTS & CANCELLATIONS

A deposit equalling approximately half the trip fee is due at the time of registration. This deposit is the only way to guarantee your place on the trip. Online payment is preferred. If you do need to send a check, please make it out to Bird Alliance of Oregon and include the trip name on the memo line. Send to 5151 NW Cornell Rd, Portland, OR 97210, Attn: Tara Lemezis

Payment in full is required 120 days before the trip departure date.

Participant cancellation: If a participant cancels a reservation:

- More than 120 days before the trip departure date, the deposit is refunded*, minus an administrative fee equal to 10% of the deposit.
- From 120 days to 90 days before the trip departure date, the deposit is non-refundable.
- Less than 90 days before the trip departure date, no refunds of any kind are given.

* The cost of any internal air flight purchased by Bird Alliance of Oregon for your trip is non-refundable. The purchase of internal air flights may fall outside the standard cancellation period.

HEALTH & ILLNESS (including COVID-19) POLICY AND PROTOCOLS

As you explore the world with us, promoting health and safety is our top priority. We travel with health and safety measures developed in consideration of guidance from the World Health Organization (WHO) and U.S. Centers for Disease Control and Prevention (CDC) and other health organizations. We're providing you with our **Illness (including COVID-19) Policy and Protocols** ahead of your trip so you understand our policies and your responsibilities before and during the trip.

In May 2023 the WHO, the CDC, and other health organizations downgraded their alert level for COVID-19 and declared an end to the public health emergency. Bird Alliance of Oregon has followed their recommendations and adjusted our policies accordingly.* Our trips will be subject to the following illness and COVID-19 guidelines and protocols, effective January 1, 2024, in order to keep participants as safe and healthy as possible while on tour.

****Please note that Given the evolving global health environment, our Illness (including COVID-19) Policy and Protocols may change at any time as we consider new guidance and recommendations from health agencies.***

Refunds Related to Illness (including COVID-19)

Should a participant be unable to join (*or continue on*) with their tour due to an illness or medical reason, including COVID-19, **all costs associated with isolating and/or later rejoining the tour are the participant's responsibility.** This is also true for delays getting home after a tour as well as early departures or evacuations. **We cannot credit, refund, or prorate costs for days missed due to illness or injury.**

We strongly recommend that you purchase trip cancellation (including medical emergency) insurance to cover your investment in case of injury or illness to you or your family prior to or during a trip. Many travel insurance providers offer plans that cover illnesses or expenses, including for COVID-19-related disruptions. Again, we highly recommend that you purchase trip cancellation insurance to protect yourself from unforeseen circumstances, and purchasing a travel insurance plan that covers COVID-related interruptions.

Vaccination

Travelers should familiarize themselves with the entry/exit requirements of their own journey to and from the tour destination. This includes reviewing and monitoring the embassy websites for any changes that can occur up until the tour commences. Vaccine recommendations are available for most destinations and we will follow published guidance.

Starting in 2024, we will re-frame our COVID-19 vaccination policy to be in line with our standard vaccination policy, which is that we will highly recommend keeping up to date on all relevant vaccinations for travel as recommended by the CDC, including for COVID-19.

*We strongly recommend all participants get a current flu shot at least two weeks prior to your trip, as well as keeping up with COVID boosters as recommended by the CDC or your doctor.

Note: Some destinations may still require proof of vaccination (or testing) to enter the country. We will adhere to these country-level policies where applicable, even after our own policy has changed. Please carry proof of full vaccination with you on tour. An image on your mobile phone is sufficient in most cases but be prepared to bring the physical document if required by the specific destination.

We cannot guarantee that local guides, drivers, and other persons we may encounter during our travels are vaccinated.

Illness Prevention

Bird Alliance of Oregon will no longer require COVID-19 testing prior to the trip. However, we continue to strongly recommend that you take steps to avoid illness (flu, COVID-19, common cold, etc.) for two weeks before

the start of a tour in order to protect your tour experience (and investment) and that of other participants and our guide(s). Getting sick just prior to the tour will have potential repercussions for both you and the entire group. This means being careful to:

- Wear a well-fitting and effective (N-95 or KN-95) mask in indoor public settings you visit during this period, or if in close proximity to someone who appears to be ill.
- Wear a mask in airports and on planes and other public transportation, especially en route to your tour start.

If testing is required within the tour, such as for transit from one destination to another, or at the end of a tour to re-enter your home country, those costs are not included in the tour price. We will, however, make sure that the group has the opportunity to complete the proper testing.

On-Tour Protocol

Tour participants will be in close proximity during much of the tour and are encouraged to work together to keep each other safe and healthy throughout the journey. Please note on-tour health protocols may change on short notice. Simple common courtesy will go a long way in making the tour experience better for everyone.

While we generally do not require mask-wearing on tour unless local regulations require it, our leaders have latitude to require mask wearing at any time during a tour as they deem appropriate. Please bring an adequate personal supply of well-fitting and effective masks with you on tour. You must follow the tour leader's directives. You are, of course, always welcome to wear a mask while on tour if that is your preference.

We ask that you wear a mask as a courtesy when with the group if you are exhibiting any symptoms of illness, respiratory virus, flu, or allergies. Your tour leader has the authority to require that you do so while in proximity to the group, in vehicles or in any indoor settings. Please advise the leaders immediately if you feel sick or are exhibiting any sickness symptoms while on tour.

Bird Alliance of Oregon will no longer require immediate removal from a tour due to COVID-19. However, you may be asked to isolate yourself from the group for one or more days before rejoining activities. If a participant is sick while on tour, the leader may require them to stay back and rest at the hotel if circumstances allow. This is for the participant's own good, as well as the good of the group. In rare instances, for example in the case of acute illness, rejoining the tour might not be possible.

TRAVEL INSURANCE & TRIP CANCELLATION/CHANGES

Travel insurance and trip cancellation insurance

We strongly recommend the purchase of trip insurance and trip cancellation insurance to protect yourself from unforeseen losses due to accidents, illnesses, or unforeseen events. Furthermore, we strongly advise you to purchase a trip insurance plan to assist you with COVID-19 illness and other medical issues. **Bird Alliance of Oregon does not provide or arrange insurance; this is your responsibility.** In the event that you must cancel your participation on an ecotour, trip cancellation insurance may be the only source of reimbursement. If you are uninsured and have a medical issue during the tour, your costs could be extremely high, especially if an emergency evacuation is required.

Read the terms, conditions, and exclusions. Check with your insurance agent regarding the coverage you may presently have via other insurance policies that may cover accidents or illnesses during your trip. Bring all required documentation with you on the trip.

If the trip leader deems it necessary for you to remove yourself from an ecotour at any point due to medical reasons, all expenses associated with isolating, receiving care, and transportation are your responsibility. Bird Alliance of Oregon cannot offer any refunds for missed days of the tour due to medical reasons, including COVID-19.

Please make sure that your emergency contact will be available during the duration of your trip should we need to contact them regarding questions related to medical issues, care, and transportation if required.

Bird Alliance of Oregon trip cancellation due to unforeseen events

In the event of cancellation **before or during a trip** due to unforeseen events such as but not limited to natural disaster, military activities, social uprising, or other dangerous conditions not within the control of Bird Alliance of Oregon; **no refund will be issued.**

Bird Alliance of Oregon trip cancellation due to insufficient registrations

At times, Bird Alliance of Oregon must make the difficult decision to cancel a trip due to insufficient registrations. Unless otherwise noted, a full refund minus the cost of any purchased internal airline tickets will only be issued in this instance.

Bird Alliance of Oregon tour date changes

In rare instances, Bird Alliance of Oregon must decide to change a trip date due to circumstances outside our control. Unless otherwise noted, if a participant cannot attend during the new dates, a full refund minus the cost of any internal air flight tickets purchased will be issued in this instance only.

Trip leader changes

Leaders and schedules are often determined more than a year before our tours. If we have a change in a trip leader, we reserve the right to do so and will strive to inform participants as early in the process as possible. **No refund will be issued in the event of a trip leader change.** Additional leaders will be added to tours according to the group size and will be specified in the tour itinerary.

OTHER POLICIES

Responsibility

Bird Alliance of Oregon and/or its agents act only as agent for the passenger regarding travel, whether by railroad, automobile, boat, or airplane, and assume no liability for injury, damage, loss, accident, delay, or irregularity in connection with the service of any automobile, motor coach, launch or any other conveyance used in carrying out this program or for the acts or defaults of any company or person engaged in conveying the passenger or in carrying out the arrangements of the program. **Bird Alliance of Oregon and its agents can accept no responsibility for losses or additional expenses due to delays or changes in air or other services, sickness, weather, strike, war, pandemic, quarantine, or other causes.** All such losses or expenses will have to be borne by the passenger, as tour rates provide for arrangements only for the time stated. The right is reserved

to substitute hotels of similar category for those indicated and to make any changes in the itinerary where deemed necessary or caused by changes in air schedules. No refunds will be issued for any unused portion of the tour. We also reserve the right to decline to accept or retain any person as a program member. Baggage is at the owners' risk entirely. The airlines concerned and their agents and affiliates are not to be held responsible for any act, omission, or event when passengers are not on board their aircraft. When issued, the passenger ticket used by said airlines shall constitute the sole contract between the airlines and purchasers of these tickets and/or passengers. The services of any IATAN carrier may be used for these tours, and transportation within the United States may be provided by any member carrier of the Airline Reporting Corporation. Neither Bird Alliance of Oregon nor our operators accept liability for any carrier's cancellation penalty incurred by purchasing a nonrefundable ticket in connection with the tour. Program price is based on rates in effect when the event is published and is subject to change without notice to reflect fluctuations in exchange rates, tariffs, or fuel charges.

Single supplements

The trip fee is based on double occupancy. Most tours have the option of a single supplement, a fee paid by a singular person to have their own room. The single supplement is calculated by taking the cost of a single room and subtracting one-half of the cost of a double room (plus any applicable taxes) that is priced into the tour. You can request a single supplement during registration. In some instances, space limitations may necessitate that someone who has paid the single supplement fee shares a room for part of a tour. In such cases, we will reimburse the appropriate portion of the single supplement.

Conversely, there may be times when a tour participant who has not requested a single supplement must have a private room as there are no other single travelers to pair with them. In this situation, Bird Alliance of Oregon will split the cost of the single supplement fee with the participant. In other words, the participant will pay a forced single supplement fee, equalling half the regular single supplement.

Smoking

Smoking is prohibited indoors or in vehicles while on a Bird Alliance of Oregon tour. If you smoke, please be sensitive to the group and refrain from smoking in proximity to your travel mates.

What is included?

Unless otherwise stated, the following is included in the cost of the tour: all land transportation as noted in the itinerary; all accommodations for the dates of the program; all park fees and cost of activities except those on "Free Days"; all meals except dinners; the educational and guide services of the trip leaders and local experts. The trip cost does not include the following: airfare, phone calls, items of a personal nature, snacks, alcoholic beverages, passport and visa fees, immunizations, laundry, and trip insurance.

Who to contact with questions

If you have specific questions about the tour itself, such as accommodations, birds expected, accessibility, etc., it is best to contact the trip leader. On most trips, trip packets will be distributed approximately one month before the tour. These will contain detailed information on the itinerary. Unless otherwise stated in the trip information, Bird Alliance of Oregon's Assistant Director, Adult Learning & Engagement, is available to answer general questions and inquiries on domestic and international tours. **You can reach them at classes@birdallianceoregon.org.**

Bird Alliance of Oregon reserves the right to change these terms and conditions at any time without prior notice. If any changes are made, the revised terms and conditions shall be posted on the website immediately. Please check the latest information posted herein to inform yourself of any changes.