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Our Policies

We take pride in providing some of the highest quality programs in the mountain guiding industry – and only programs of high quality. It's easy to claim to offer quality but not all companies can substantiate those claims. Limiting the ratio of clients to guides, applying maximum group size limits, careful screening of new clients, and adherence to clearly defined practices and teaching methodologies are just some of the ways we assure quality. We do this for safety, educational and social/environmental impact reasons. These constraints are entirely self-imposed and are derived from [Our Values](#).

Our business ethics demand that we accurately, and thoroughly, describe our policies so you will know what to expect from Alpine Adventures, and so you can make meaningful comparisons between our company and others. Please do not hesitate to [contact us](#) if you have questions about any of our policies.

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Endless off-width crack



Big air far from home

Number Of Participants In A Program

Our programs specify maximum numbers of participants for safety, impact, and/or educational reasons.

- For all activities, we specify maximum client to guide (student to instructor) ratios and we will never exceed ratios specified in a program description or determined by private arrangement.
- For rock climbing, mountaineering and backcountry skiing we never exceed three clients per guide. For technical climbing, in a multi-pitch environment, we never exceed two clients per guide. The vast majority of these programs are limited to just one or two clients per guide.
- For ice climbing we never exceed two clients per guide. One client per guide is most common.
- Under no circumstances will we go into the mountains with a total group size of more than eight people (six clients plus two guides). We allow groups this large for only a small number of our programs and offer these programs at most a few times per year. Our total group size rarely exceeds two clients plus a guide.

Deposits & Balances

For all programs, a deposit of 1/3 the cost of that program is required to confirm your reservation. The balance of the cost for a program is due 30 days prior to the start of that program. If we do not receive the balance due on time, we reserve the right to treat your reservation as if you cancelled.

Cancellations, Credits & Refunds (Please Read Carefully)

In the unlikely event that we determine we are unable to complete a program due to inclement weather or other circumstances beyond our control, you will receive a pro-rated credit or refund (your choice) based upon

the portion of the program we could not complete.

Transfers: Any changes to your confirmed program must be completed at least 45 days before the start of that program and are subject to our availability. A transfer fee of \$15 per person will apply. All other transfers and changes will be treated as cancellations.

If you cancel, in all cases there will be a fee. The amount of that fee is determined as follows:

- If you cancel and we receive notice at least 30 days prior to the start of the program, you will receive a credit or refund (your choice) of any payments you have made for that program, less the deposit.
- If you cancel and we receive notice at least 72 hours, but less than 30 days, prior to the start of the program there will be no refund. We will, however, credit any payments you have made for that program, less the deposit, toward another program. This credit will remain valid for a period of one year from the date you cancel.
- If you cancel less than 72 hours prior to the start of a program you will forfeit the entire cost of that program – there will be no refunds or credits of any kind.
- If you cancel after the start of a program, or choose not to complete a program, there will be no refunds or credits of any kind.

If you register in a Scheduled Course:

If we do not fill a course, or another participant cancels, the cost of your course will remain unchanged.

If you register through Private Instruction or Guiding:

Costs for Private Instruction and Guiding are always based upon the number of participants you actually provide per guide. Therefore, if the number of people attending your program is different from your confirmed reservation, the cost will be adjusted accordingly. If a balance remains after this adjustment, it will be credited to your account for a period of one year. If a balance is due as a result of this adjustment, it will be payable at the start of your program. No additional fees will apply.

Trip Cancellation Insurance

We do not make exceptions to our Cancellations, Credits And Refunds Policy. Therefore, we suggest you consider trip cancellation insurance in case you are forced to cancel unexpectedly. This inexpensive insurance is readily available from your travel agent or ours.



Food for thought

Liability Release, Medical Conditions, Parental Consent

We require all participants in all activities to sign an [Assumption of Risk and Liability Release](#) form at the start of all programs. We also require participants to inform us of any medical problems that might affect their participation in our programs. Participants under the age of 18 must have a parent or legal guardian complete our [Parental Consent](#) form prior to the start of their program. We suggest you review these forms before enrolling in our programs.

Our Privacy Policy

We respect your privacy! Personal information provided to Alpine Adventures, Inc. will never be given, sold or bartered to anyone for any reason. Period. We do, infrequently, contact our clientele via email or US Mail to keep them informed of happenings at Alpine Adventures but don't expect to hear from us more than a few times each year. If you would prefer we not contact you with any mailings please [email us](#) and we will remove your name from our mailing database.

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~ **Mountain Adventures In the Adirondacks Since 1985** ~

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