

Beyond Banff

Terms of Service

Effective Date: May 26, 2026

These Terms of Service apply to your use of the Beyond Banff website and to inquiries, bookings, tours, transfers, custom itineraries, and related services provided by Beyond Banff. By using our website, submitting an inquiry, or booking a service, you agree to these terms.

1. Our Services

Beyond Banff provides private tours, small-group tours, winter transportation, ski and snowboard transfers, custom itineraries, and related travel services in the Canadian Rockies, Alberta, and British Columbia.

Service details, routes, inclusions, timing, availability, and pricing may vary by product, season, weather, road conditions, and operational requirements.

2. Bookings and Payments

Bookings may be made through our website, by email, by phone, or through third-party booking platforms. A booking is not confirmed until you receive a confirmation from Beyond Banff or the applicable booking platform.

Payment terms, deposits, balances, taxes, fees, and accepted payment methods are shown during the booking process or in your booking confirmation.

Prices and availability may change until a booking is confirmed.

3. Cancellations, Changes, and Refunds

Cancellation, change, and refund rules may vary depending on the service, season, group size, booking channel, and third-party provider. The cancellation policy shown at the time of booking or in your confirmation will apply to your reservation.

Guests who arrive late, miss their pickup, provide incorrect pickup details, or do not show up may not be eligible for a refund.

If you need to change your booking, please contact us as early as possible. We will do our best to accommodate reasonable changes, but changes are subject to availability and may involve additional costs.

4. Weather, Road Conditions, and Itinerary Changes

Mountain travel can be affected by weather, snow, avalanche control, wildfire smoke, traffic, construction, wildlife activity, road closures, park restrictions, and other conditions beyond our control.

Beyond Banff may adjust routes, stops, timing, vehicles, pickup locations, or itineraries when necessary for safety, access, guest comfort, or operational reasons.

When conditions require a change, we will make reasonable efforts to provide a comparable experience or safe alternative routing where possible.

5. Guest Responsibilities

Guests are responsible for providing accurate contact details, pickup information, passenger counts, travel dates, luggage details, and any relevant mobility, medical, or accessibility information.

Guests should be ready at the confirmed pickup location at the confirmed time, dress appropriately for mountain conditions, and follow the instructions of Beyond Banff guides and drivers.

Beyond Banff may refuse or discontinue service if a guest behaves unsafely, disruptively, unlawfully, or in a way that puts staff, guests, vehicles, or the public at risk.

6. Safety and Assumption of Risk

Our services take place in mountain environments where conditions can change quickly. Guests may encounter winter roads, uneven surfaces, stairs, ice, snow, rain, cold temperatures, wildlife, remote areas, and other outdoor travel conditions.

By participating in a tour, transfer, or custom itinerary, guests acknowledge that travel in mountain environments involves inherent risks and agree to follow reasonable safety instructions.

7. Third-Party Providers

Some bookings, activities, admissions, accommodations, ski resorts, heli-ski operations, cat-ski operations, backcountry lodges, restaurants, attractions, and payment services may be operated by third parties.

Third-party providers may have their own terms, waivers, cancellation policies, refund rules, safety requirements, and privacy practices. Beyond Banff is not responsible for the acts, omissions, closures, delays, policies, or service changes of third-party providers.

8. Luggage, Personal Items, and Vehicles

Guests are responsible for their own personal belongings, luggage, equipment, and valuables. Please bring only luggage and equipment that has been disclosed or is reasonable for the service booked.

Beyond Banff is not responsible for lost, forgotten, damaged, or stolen items except where required by law.

9. Website Content and Intellectual Property

The Beyond Banff website, logo, text, images, maps, designs, branding, and other content are owned by or licensed to Beyond Banff and may not be copied, reproduced, distributed, or used for commercial purposes without permission.

Website content is provided for general information and may be updated, corrected, or changed at any time.

10. Limitation of Liability

To the fullest extent permitted by law, Beyond Banff is not liable for indirect, incidental, consequential, or special damages, including lost travel time, missed activities, missed connections, lost revenue, or inconvenience arising from use of the website or services.

Beyond Banff is not responsible for delays, changes, cancellations, closures, or losses caused by weather, road conditions, government or park restrictions, third-party providers, guest error, force majeure events, or circumstances outside our reasonable control.

11. Privacy

Personal information provided to Beyond Banff is handled according to our Privacy Policy. By using our website or services, you agree that we may collect and use information needed to respond to inquiries, manage bookings, deliver services, and communicate important trip details.

12. Updates to These Terms

Beyond Banff may update these Terms of Service from time to time. The current version will be posted on our website with the effective date shown above.

13. Contact

Questions about these Terms of Service may be directed to Beyond Banff at beyondbanff@hotmail.com or 587-897-1354.