

Unforeseen Delays

- If deemed by Alyeska Outdoor Adventures that any delay of your adventure package that is already in progress is directly contributed by Alyeska Outdoor Adventures, and that delay is more than 2 hours long, a partial refund will be offered to you for your inconvenience.
- If deemed by Alyeska Outdoor Adventures that the delay was contributed by a contracted company or vendor that Alyeska Outdoor Adventures uses for their adventure packages, then it is up to the discretion of said company or vendor whether or not they will offer a refund due to the delay.
- If deemed by Alyeska Outdoor Adventures that any delay of your adventure package that is already in progress is caused by events or situations that are not directly contributed by Alyeska Outdoor Adventures, its contractors, or its vendors, no refund will be given.

Delays or cancellations can stem from numerous situations, such as, but not limited to: weather, nature, natural disasters, highway closures, vehicle maintenance, medical situations, animal encounters, or human error.

At certain times, these events may cause delays or road closures that can potentially cause our customers to miss connecting reservations. Alyeska Outdoor Adventures will not assume any transportation, room and board (hotel, motel, inn, cabin), flight reservations, cruise reservations, railroad reservations, tour reservations, or any other reserved or paid for accommodation that our customers may have missed in Anchorage or anywhere else.

In the extremely rare event that the highway between Anchorage and Girdwood is closed, we may have to overnight in Girdwood until the following day. If this happens, Alyeska Outdoor Adventures will assume no financial responsibility for your lodging, food, or transportation expenses back to Anchorage.