

GROSVENOR

LODGE

Reservation Policies

Please refer to the information below regarding our reservation policies. If you have any questions regarding your reservation, feel free to contact our reservations desk at **(907) 243-5448** or by sending an email to info@bristoladventures.com.

Payment Terms

- All reservations are held for 7 days from the day the reservation is placed, while payment is being made.
- All reservations require a 50% confirmation deposit payment within 7 days of creating the reservation.
- All invoiced bookings with no confirming reservation payment received after the 7 day hold period, are considered no longer reserved and are open to sell.
- Final balance payments are due in full 90 days prior to trip start date.
- Payments can be made online via credit card through the payment link on the invoice, or by calling the Anchorage reservations office, or by sending a check made out to *Bristol Adventures*.

Cancellation Policy

Reservations may be cancelled for *any* reason..

- Reservations that are cancelled **more than 90 days** before the original trip start date;
 - Are eligible to receive a full refund of all payment previously made.
 - Are eligible for full credit that may be used for future trips.
- Reservations that are cancelled **90 days or less** before original trip start date;
 - Are eligible to receive a refund only if space made available by cancellation is sold to another party. Refunds issued will be only equal to the resold amount received.
 - Are eligible for a full credit of payments made, that may be used for future trips.
- All reservations that are cancelled;
 - Forfeit first right of refusal to the dates made available by the cancelled reservation.
 - May be rescheduled for future trips based on availability only after all current season first right of refusal options are exercised.

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General Terms and Conditions

Grosvenor Lodge reserves the right to cancel or alter; scheduled flights, tours, or itineraries as situations or conditions require for safe operations due to weather or other factors beyond our control. Grosvenor Lodge is not responsible for any expenses incurred for how its schedule or itinerary changes might affect additional travel, lodging, logistics or plans. Because weather can occasionally affect schedules, and because unforeseen situations can necessitate a trip cancellation, **Grosvenor Lodge highly recommends purchasing trip or travel insurance.**



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Contact Information

If you have any questions about your reservation, please don't hesitate to give us a call at the numbers below or send us an email at info@bristoladventures.com.

Reservations Office (Anchorage): (907) 243-5448

Katmai Air Office (Anchorage): (907) 243-5638

Katmai Air Office Address:

Katmai Air
6400 South Airpark Place
Unit 6
Anchorage, AK, 99502

Directions

Please note our Anchorage office location changed in 2020. Directions to our current location from Ted Stevens Anchorage International Airport can be seen below, or feel free to search 'Katmai Air' on your mobile device to be directed via Google Maps.

Directions from Ted Stevens Anchorage International Airport (ANC):

- Head east on International Airport Rd. toward Jewel Lake Rd.
- Turn right onto Jewel Lake Rd. (1.3 miles).
- Turn right onto Raspberry Rd. (1.0 miles).
- Turn right onto S Airpark Pl. (371 feet).
- Turn left to stay on S Airpark Pl. (0.3 miles).
- Arrive at Katmai Air, 6400 S Airpark Place.