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# TOUR INFORMATION SHEET

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## Important Tour Information

### Guides

Our tour operator's guides are highly-trained Alaskans who are able to share their unique understanding of Alaska with you based on their own personal experience. We are confident that you will find the level of service provided by your guide to be as high or higher than you have ever before experienced.

### Check-In

Guests are asked to call 1-2 days prior to departure. Since travel in Alaska's Arctic can be unpredictable so can departure times. Calling one to two days before departure will allow guests to verify departure time and make sure guests are on track for the up and coming events. Generally, check-in times are 1-hour prior for flight departures. Ground tour departures check-in roughly 30 minutes before departure time.

**DEPARTURE TERMINAL** - All Arctic Circle and Arctic Ocean Adventures depart from: [3820 University Avenue](#). This is in the small plane area of the Fairbanks International Airport.

### What to Wear

#### SUMMER

Dress for comfort, not to impress. Wear comfortable walking-type shoes that can get a bit soiled in the event of rain. Dress in layers, and bring a medium-weight jacket (even for summer adventures).

#### WINTER

Layers. Layers are the key to comfort year-round. While large parkas and snow suits aren't necessary, they do help. Whether or not you are lacking in heavy snow gear, layers can make winter comfortable. Start with snug fitting long/thermal underwear, (this is the most important layer.) On top of that you will want an assortment of undershirts, T-shirts, long sleeved shirts, sweaters fleece vests and or jackets, and a wind-proof shell. For the bottom-half try to have shorts, sweat pants, and finish with wind-proof pants. Sock liners and wool or wool blend socks plus the warmest boots you can find will keep your toes warm, (footwear is the weak point for most guests.) It is important to remember that the only wind proof layer you want is the outer one. Keep the inside layers breathable and shy away from cotton, since cotton holds moisture and dries slowly. Also try to use layers that go from snug to loosen. To finish-off your winter wear bring a hat(s), scarf and mittens. Keep in mind the warmest most expensive gloves in the world are not as warm as a decent set of mittens. These steps can keep guests comfortable down to -20F or colder depending on the components used.

### Luggage Restrictions

If you will be joining us on one of our itineraries which include flying in smaller aircraft it is important to be aware of certain luggage restrictions that apply. All luggage you bring with you

will be weighed as part of the check in process. This includes overnight bags, purses, camera bags, and day packs.

**One-Day Adventures:** Guests are limited to 5 - 10 pounds per person. Luggage over 5 pounds is subject to excess freight charges or may need to be stored in Fairbanks.

**Overnight Adventures:** Guests are limited to 15-20 pounds per person. Luggage over 20 pounds may need to be stored in Fairbanks.

## Guest Safety

Guest Safety is our foremost priority. Guides are licensed to operate commercial vehicles. Tour vehicles are CB radio and satellite phone equipped.

## Tour Vehicles

Our tour operators strive to provide a personalized travel experience. Day tours are done in small groups utilizing a 25-passenger tour coach. For smaller groups and our Arctic Ocean Adventures a 10-passenger van is used. Flights: the flight portion of the tour is typically conducted in 8-passenger aircraft. For tours requiring a flight each guest will need to provide their individual weight (this can be provided in pounds, stones, or kilos). The weight is required for proper balance of aircraft used for the flight portion of the tour.

## Seat Rotation

Guest seating is rotated throughout the day. Thus, each guest is provided with a variety of different viewing perspectives and the opportunity to interact with others on the tour.

## Restrooms

In the event the tour vehicle is not equipped with a restroom, frequent rest stops are made along the tour route. The longest time period between stops is approximately 2 - 2 1/2 hours. It is important for guests to know the restrooms along the Dalton Highway are outhouses.

## Smoking

The inside of the tour vehicles is maintained as a smoke-free environment. There are numerous opportunities to smoke outside the tour vehicle along the tour route.

## Tour Payments

**COMPLETING A TOUR "RESERVATION REQUEST" DOES NOT OBLIGATE YOU TO BOOK A TOUR. IT IS ONLY A STARTING POINT TO AN EXCITING ADVENTURE IN ALASKA!**

When you first submit a tour "Reservation Request", you will receive an email from us stating whether there have been any recent updates with that particular tour's scheduling and/or departures. You will also be informed of the full amount needed for a confirmed and guaranteed



reservation. Included in this same email will be a secure payment link to send us payment information.

We must receive your payment information before we can set up any tour reservations. If you are uncomfortable submitting payment information online, you may also call us at 509-433-1329 between the hours of 9:00AM to 11:00AM PST.

## Alterations

**Please note:** Guest safety always takes precedence over guest convenience. On rare occasions, weather or other uncontrollable circumstances may require alterations/cancellation of a portion or all of the scheduled tour itinerary.

## Arctic Ocean Shuttle

A valid picture identification, preferably a driver's license or passport, is required for the Arctic Ocean Shuttle. Safety regulations also require guests to have eyewear. Prescription glasses or sunglasses are sufficient. At the time of reservation, a driver's license number or passport number is required for each guest on an Arctic Ocean Adventure. The information you provide for the reservation should be the identification you bring with you. The safety personnel reserve the right to check your identification upon arrival and the identification you have must match the one you provided with the reservation.

## Accommodations

In the spirit of the remote wilderness, the overnight accommodations along the Dalton Highway consist of very basic rooms that are extremely austere by urban standards. There are NOT private bathrooms in the rooms. There are private toilet and shower stalls in separate men's and women's facilities that are shared among guests. Public telephones are available. At Coldfoot, guests stay at Coldfoot Camp and in Prudhoe Bay guests stay at Deadhorse Camp. At Deadhorse Camp, restrooms are located in a completely separate building from the guest rooms. Guests walk outside their room, across a gravel parking area, over to the Base Camp building, remove their shoes, and go upstairs to the restroom and shower facilities.

## Cancellations

**SUMMER:** Arctic Circle Drive Adventure, Fly/Drive Adventure, and Air Adventure are fully refundable until 6:00 pm two days before the reserved tour date.

All Arctic Circle Native Village Adventures except the All Day Anaktuvuk Pass Adventure deposits and final payments are fully refundable until 6:00 pm two days before the reserved tour date. The All Day Anaktuvuk Pass Adventure deposits and final payments are fully refundable until 7 days prior to the tour date.

Arctic Ocean Adventure (with or without Barrow), Arctic Circle Overnight Adventure, all Arctic Circle **WINTER** Adventures and all Arctic Circle AURORA Adventure deposits and final payments are fully refundable until 6:00 pm seven days before the reserved tour date.



**Barrow Expeditions** a \$75 change fee per person will apply to each change made to these reservations once confirmed. This includes date and name changes. A \$75 cancellation fee will apply to any cancellation made to these reservations once confirmed. These reservations are non-refundable if cancelled within 7 days prior to the tour date.

### **Travel Insurance**

The cancellation policies for the excursions operated by our tour operators are generous by industry standards. Deposits for most adventures are either refundable up until 7 days prior to the tour departure or 2 days prior to the tour departure. (please see Cancellations above).

**However, due to the strict nature of airline travel, the cancellation policy for the Barrow and Nome Adventures is much stricter.** For this reason, we have found many of our guests are more comfortable in making a Nome or Barrow reservation if they purchase some type of travel insurance/protection.

*Thank you for choosing Alaska Tour Adventure's PrudhoeBay.com as your preferred travel partner. We value your business!*

