

Terms & Conditions

The following terms and conditions apply to all sightseeing tours booked with Alpine Helicopters.

Reservations

We require a credit card number at the time of booking to reserve your time slot. All non-reserved bookings will be considered as tentative and may be subject to change without prior notice. Customers are expected to make full payment on their arrival at the heliport. No credit card charges will be processed without prior customer knowledge unless the cancellation policy has been broken.

Check-in Time

Please plan to arrive 20 minutes prior to your scheduled flight time. This will ensure adequate time for payment, ticket processing and a safety briefing. Late arrivals may have to be re-scheduled. If you know you are running late, please give us a call and we will accommodate you as best we can.

Cancellation Policy

In the event that you must cancel your reservation, a minimum notice for any reservation is required:

- A minimum of 24 hours prior to any sightseeing flight
- A minimum of 24 hours prior to any other flight (private charters)

Any cancellations inside of these time frames will result in a 50% non-refundable charge to the credit card used to secure your booking.

In the event of inclement weather, we will make every effort to notify you an hour before your tour to cancel or reschedule your flight. If you feel the weather may be a factor or are travelling more than an hour to our base, please call before leaving.

We do not charge for tours that are cancelled due to weather.

Important Notice: Alpine reserves the right to cancel at any time before or during a flight for weather, maintenance or emergency. In these cases, your reservation will be arranged for another time that day, or another day that may work for you.

Baggage Policy

Backpacks and coats may be left at the base during flights. However, Alpine Helicopters Inc., its employees and owners are not responsible for loss of and or damage to personal property.

Method of Payment

We accept cash, debit cards, VISA, MasterCard and American Express. Personal cheques are not accepted. Gift cards are not redeemable for cash.

Age limits and children's pricing

Ages 6 to 12 are half price. Ages 5 and under are free. To qualify for children's pricing, children must be accompanied by two paying adults. Children two and under must be seated on the lap of an adult in the helicopter.

Non-Exclusivity

Our helicopters seat up to 5 passengers, as such, you may be accompanied by other guests on your tour. If you wish to reserve a helicopter for your exclusive use, please call our office to book a private charter.

Limits of Liability

Passengers assume all risk of personal injury, death or property loss resulting from any cause whatsoever including, but not limited to, the inherent risks of helicopter travel, or negligence on the part of Alpine Helicopters Inc. and its employees. Passengers agree that Alpine Helicopters Inc. and its employees shall not be liable for any such personal injury, death or property loss and releases Alpine Helicopters Inc. and its employees and waives all claims with respect thereto.