



## Frequently Asked Questions

**How do I register?** Registering for any of our Polar expeditions is easy. A 25% deposit is required to hold your spot, along with a completed application. Deposits and final payments can be made by credit card with a 3% processing fee. Expeditions that are priced in Euros must be paid in Euros by wire transfer. Upon receiving your application we will send you a full confirmation packet complete with our highly-prized Polar Handbook, full of packing and training suggestions, and valuable tips from our previous clients. In addition, we are happy to help you build your Polar library with a complimentary book that pertains to your expedition. Our goal is to have you completely informed and prepared for your expedition. To that end, we are here to assist you in any way.

**I'm not a world class athlete - can I still join an expedition?** Yes! We have had clients who were not in peak physical condition on all expeditions except our Full North & South Pole expeditions (which require extreme physical fitness and endurance). *For all expeditions we require that participants make a serious effort to pre-expedition training* (Champagne flights excluded). Every ounce of training and preparation will help to make your expedition more enjoyable and safer. Most of our expeditions do not require tremendous skill - rather, they demand endurance and a positive attitude. We can help you acquire the training that you need to have the best possible expedition.

**What else is important to know?** When it comes to any kind of Polar travel, flexibility is the golden rule. Not only do you have to be adaptable to the extreme environment, but you need to keep your travel arrangements as flexible as possible. All sorts of things can alter the itinerary of your adventure including weather delays, changes in scheduling of the charter air, evacuations, and many other factors. Avoid any scheduling that cannot be changed easily (including flights and other commitments). Contact us for suggestions on how to make flexible travel plans.

**Can I cancel after I register?** Yes! Up to 120 days before the expedition you can cancel and receive all of your money back (less a €200 fee for NP trips and a \$1200 fee for SP trips). Our cancellation policy is as follows: Cancellation must be made in writing. If you cancel more than 120 days before the start of the expedition, a €200 (NP) or \$1200 (SP) handling fee will be assessed and the balance of your deposit returned. If you cancel 91-120 days before your expedition all fees (less the above mentioned administrative fee) will be credited towards another trip with PolarExplorers. No refund or credit is available within 90 days of the expedition. Final payment must be made by check or wire transfer. We highly recommend that you have or obtain trip cancellation, medical and baggage insurance. (ski & dogsled participants must also have evacuation insurance). Feel free to contact us with any questions.

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