

CrossCurrents

Montana's Premier Fly Fishing and Orvis Stores

Downtown Helena Store:
326 North Jackson
Helena, Montana 59601
1-888-434-7468
(406) 449-2292



Missouri River Store & The Fish Inn:
311 Bridge Street
Craig, Montana 59648
1-866-211-3433
(406) 235-3433

CrossCurrents POLICIES

for: GUIDED TRIPS, LODGING, BOAT/EQUIPMENT RENTALS, FLY FISHING SCHOOLS, FLY TYING & ROD BUILDING CLASSES, PRIVATE LESSONS, SHUTTLES, MAIL ORDER and PRIVACY:

GUIDED TRIPS Reservation/Cancellation/Refund Policy

Guided trips require a 50% deposit that is collected and applied on a per guide day basis. Your guide day(s) will not be confirmed until deposits are received. If cancellations are made more than 30 days before your reservation, a full refund of your deposit less a \$25 per guide day reserved service charge will be returned to you. If cancellations are made between 7 and 30 days of your reserved date(s) your deposit will be applied to a future trip later that year or the following season. If cancellations are made within 7 days of your reserved date(s) the entire deposit will be forfeited and a portion of that will be used to pay to the scheduled guide(s) in lieu of lost wages and expenses incurred. We do not ordinarily issue cash refunds for cancellations made within 30 days of your reservation. We operate in all safe weather and water conditions, therefore inclement weather or water is not a reason to cancel or receive a refund. (Often times "bad weather" is the best fishing weather! Please keep this in mind.) Failure to show or failure to cancel in a timely manner will result in you being liable for the entire cost of the reservation and our resultant collection of that amount from you. All reservations are secured with a valid credit card. **Please be certain of your dates to avoid complications and service charges.** Travel insurance is recommended on extended trips. (Some examples: Sportsmans Travel Insurance, Travel Guard, Access America, Travel Insured International, Travelex Insurance Services. CrossCurrents has no affiliation to any of these companies. We are just providing these names and links for your convenience.)

If we are unable to provide your reserved guide service due to unforeseen events, your entire deposit will be refunded and we will grovel for forgiveness.

Special policies for Smith River Guided Trips

Smith River Guided Trips require a 50% deposit and dates will not be confirmed until the deposit is received. The remaining balance is due by February 1st of the year of your trip. The deposit and full payments are non-refundable. We operate in all safe weather and water conditions, therefore inclement weather or water is not a reason to cancel or receive a refund. Failure to show or failure to cancel in a timely manner will result in your being liable for the entire cost of the reservation and our resultant collection of that amount from you. All reservations are secured with a valid credit card. Travel insurance is highly recommended. (Some examples: Sportsmans Travel Insurance, Travel Guard, Access America, Travel Insured International, Travelex Insurance Services. CrossCurrents has no affiliation to any of these companies. We are just providing these names and links for your convenience.)

If our Smith River Outfitter is unable to provide guide service on the Smith due to unforeseen events (mainly low, unfloatable water), your deposit may be applied toward a future launch date or other fishing alternatives may be performed. Our Outfitter will discuss the options with you.

LODGING Reservation/Cancellation/Refund Policy

Lodging reservations require a 50% deposit that is collected and applied on a per night basis. The balance is to be paid upon check-in. If cancellations are made more than 60 days before your reservation date, a full refund of your deposit less a 5% of reservation service charge will be returned to you. If cancellations are made 30 to 60 days of your reservation the deposit will be applied to a future trip later that year or the following season. If the cancellation is made within 30 days of your reservation, the deposit is forfeited. We do not ordinarily issue cash refunds for cancellations made within 60 days of your reservation. We operate in all safe weather and water conditions, therefore inclement weather or water is not a reason to cancel or receive a refund. Failure to show or failure to cancel in a timely manner will result in your being liable for the entire cost of the reservation and our resultant collection of that amount from you. All reservations and rentals are secured with a valid credit card.

Please be certain of your Check-In Date and Check-Out Date as charges are applied on a per night basis. Travel insurance is recommended on extended trips.

Check-In Time between 1:00pm and 7:00pm. Check-Out Time is by 11:00am.

Some of the Lodging may have special polices set forth by their individual owners. (i.e. Minimum stay length, special deposits, Montana Bed Tax in addition to their nightly rate, etc..) Those policies will be listed in the "Rates" section of their listing on our Lodging section on our website. Some rates may change throughout the year but once you are booked for a lodging, your rates are locked in at the price at the time of reservation. (Unless the price drops, in which case you will pay your balance on the lesser rate.)

CrossCurrents is not the owner of any of the rental lodging facilities. We will not be held responsible for any injury, loss or damage, direct or consequential arising out of the use or inability to use the rented lodging facilities.

BOAT & EQUIPMENT RENTAL

Reservation/Cancellation/Refund Policy

Boat and Equipment rentals require a 50% deposit that is collected and applied on a per day basis. If cancellations are made more than 30 days before your reservation, a refund of your deposit less a 25% of deposit service charge will be returned to you. If cancellations are made between 7 and 30 days of your reserved date(s) your deposit will be applied to a future rental later that year or the following season. If cancellations are made within 7 days of your reserved date(s) the entire deposit will be forfeited. We do not issue cash refunds for cancellations made within 30 days of your reservation. We operate in all safe weather and water conditions, therefore inclement weather or water is not a reason to cancel or receive a refund. Failure to show or failure to cancel in a timely manner will result in you being liable for the entire cost of the reservation and our resultant collection of that amount from you. All reservations and rentals are secured with a valid credit card. We require a Credit Card Imprint, Account Verification/Pre-Authorization and Identification at the time of rental. Your credit card will be charged the replacement price for any equipment not returned or destroyed.

If we are unable to provide boat or equipment rental service due to unforeseen events, your entire deposit will be refunded.

Other Boat & Equipment Rental Policies:

- * Boat rentals include boat & people drop-off or a shuttle from Dam or Wolf Creek Bridge to Craig. There is a \$20 credit towards a shuttle if customer has their own tow vehicle. A full shuttle fee PLUS \$5 applies for boat &/or people pick-up on floats lower river than Craig.
- * A 50% Deposit is required to reserve boat or equipment.
- * All renters must fill out and sign a Rental Agreement Form and secure the equipment with a valid credit card.
- * All persons renting assume full responsibility for their own safety.
- * All persons renting assume responsibility for damage to boats and equipment and will be charged the full repair price or replacement price if the product is lost, damaged or destroyed.
- * **Studded Wading Boots are NOT PERMITTED** on our inflatable boats!! You are responsible for all damage!
- * All rental boats are kept in Craig. There is a **\$50 Shuttle Fee** for CrossCurrents to deliver boat(s) from Craig to Helena or to bring boats back to Craig that are dropped off in Helena.
- * To pick up your boat the afternoon before your Smith trip launch date, there is a 50% discount off the rental rate for that day and it doesn't count towards the multi-day discount.

*All boats & equipment must be back to the Craig store by 7:00pm or the Helena store by 6:00pm on the last day of rental. -unless other arrangements are made & paid for (\$5/hour late return fee) at the time of rental.

*All the products except the raft trailer, nets and cam straps are available on our **Demo Program**. If you decide to purchase a new one of the products you are renting within two weeks of your rental date, we will deduct the rental price (up to 5 days worth of rentals) off the purchase price.

FLY FISHING SCHOOLS, FLY TYING CLASSES, ROD BUILDING CLASSES, and PRIVATE LESSONS

Reservation/Cancellation/Refund Policy

Fly Fishing Schools, Fly Tying Classes, Rod Building Classes and Private Lessons require a 50% deposit to confirm your reservation. If cancellation is made more than 15 days before your school/class start date, a full refund of your deposit less a \$4 service fee will be returned to you. If cancellations are made within 15 days of your school/class your deposit less the service fee will be refunded, providing the reservation can be filled immediately, otherwise the entire deposit will be forfeited and paid in part to the scheduled instructor(s) in lieu of lost wages and expenses incurred. Failure to show or failure to cancel in a timely manner will result in your being liable for the entire cost of the class and our resultant collection of that amount from you.

If we are unable to provide the scheduled school, class or lesson due to unforeseen events, we will try to reschedule your school/class/lesson or we will refund your entire deposit, whichever you prefer.

VEHICLE SHUTTLE Policy

If we are unable to provide the scheduled shuttle due to unforeseen circumstances, your entire shuttle fee will be refunded.

Limitation of Liability: It is agreed by the Customer and CrossCurrents, Inc. that any and all damage resulting from the vehicle shuttle requested will be paid for by the owner of the vehicle being shuttled or by the motor vehicle insurance policy of the owner. If the vehicle is damaged

during the shuttle and the shuttle driver is at fault, then CrossCurrents Inc. will reimburse the Customer or vehicle owner up to \$250 in payment toward the insurance deductible. CrossCurrents, Inc. accepts no other liability for damages resulting from the shuttle.

MAIL ORDER, SPECIAL ORDER and SALE or CLOSEOUT Policies

Shipping: CrossCurrents offers free ground shipping on orders over \$75 within the continental US on most regular priced merchandise. Some exceptions do apply such as boats, frames, etc.. On those items we will charge you our shipping cost and in some cases will share the shipping costs with the customer -still saving them money. We utilize USPS and UPS with insurance and tracking. Insurance charges may apply to items over \$100 due to the extra cost. It's usually pretty nominal and well worth it. Shipping charges will apply to sale items.

Alaska, Hawaii & Foreign Orders: On orders to be shipped to Alaska or Hawaii or Foreign Countries we will charge you our actual shipping costs.

Returns: Mail order merchandise can be returned for sizing or order discrepancies within 7 business days of receipt of packages. You will be reimbursed minus the actual initial shipping charges. Return shipping charges are the responsibility of the customer. You must have your receipt for the merchandise.

Sale & Closeout Items: Shipping charges will apply to sale & closeout items. Only exchanges will be allowed on sale items with discounts less than 30% but they must be accompanied with the store receipt. Returns or exchanges are not accepted on any merchandise indicated as a closeout item or items that have a discount amount of 30% or more off of the standard retail price.

PRIVACY Policy

CrossCurrents respects the privacy of our customers. CrossCurrents does not sell or trade any customer information including e-mail addresses.

All the text, photos and logos on this website are copyrighted and are the sole ownership of CrossCurrents, Inc. &/or their owners or vendors, All Rights Reserved. Please do not steal them or I will whip you with an old, cracked, salt encrusted 9-weight fly line and then sick my thug lawyer on you!

Thank you for your honesty and ethics.