



Top

## Tundra Tours Inc. - Top of the World Hotel

### Terms and Conditions

#### Guaranteed Reservations

Top of the World Hotel guarantees reservations with a valid authorized credit card at the time of booking. Authorized credit card, deposit or other payment arrangements must be secured before a reservation is confirmed or guaranteed.

#### Reservation Cancellation

The Top of the World adheres to a 72hr cancellation policy. Late cancellations will be charged the equivalent of a one-night stay. If for any reason you must cancel your stay with us, please call at least 3 days before your arrival, and you will be issued a cancellation number and will not incur any charges. Multi-room, Group, Conference and Event reservations are subject to the cancellation, modification and deposit policies outlined at time of booking and may vary from standard hotel policies.

#### Reservation Modification

Please note that a change in length of stay or dates of your reservation may result in a rate change or additional fees. Guests who check out of the hotel prior to their scheduled departure date are subject to an early departure fee equivalent to a one-night stay. Multi-room, Group, Conference and Event reservations are subject to the cancellation, modification and deposit policies outlined at time of booking and may vary from standard hotel policies.

#### No Shows

No shows will be charged the equivalent of a one-night stay.

#### Taxes & Fees

Reservations incur a 5% Barrow bed tax and may include other fees as applicable.

#### Credit Cards

Credit cards will be authorized at check-in for the amount of your stay. An additional amount to cover incidentals may be assessed. The authorization will hold the funds until check-out, at which time the amount actually incurred during the stay will be charged. Authorized amounts may take up to 30 days after departure to be released by your bank or financial institution and the hotel is not responsible for any resulting fees or charges. For payment arrangements with a third-party credit card, the hotel must receive a completed and signed Credit Card Authorization Form before the reservation can be guaranteed.

#### Cash Payment

If paying with cash, the total cost for your reservation plus a deposit of \$275 will be collected at check-in. To arrange for direct billing or wire transfers for charges or deposits, please contact hotel management prior to making reservations.

#### Arrival and Departure

Check-in: 3:00 PM Check out: 11:00 AM. Modifications to an arrival or departure such as an early check-in may be available but are not guaranteed. Please check with the front desk on the day of check-in. Items found in the room after check-out may be discarded.

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3060 Eben Hopson Street | P.O. Box 189 | Barrow, Alaska | 99723 | Main 907.852.3900 | Fax 907.852.6752  
U.S. Toll Free 800.478.8520 | Website: [www.tundratoursinc.com](http://www.tundratoursinc.com) | Email: [tw@tundratoursinc.com](mailto:tw@tundratoursinc.com) | Group inquiries: 907.852.9443

### Age Requirement

Guests must be 21 years or older with valid government picture identification to reserve and check into a room. Minors must be supervised by at least one adult throughout the hotel at all times.

### Government and Shareholder Rates

Discounted rates can only be authorized with the applicable valid government or valid shareholder identification.

### ADA Rooms

ADA compliant guest rooms are available and should be reserved in advance. For more information, please contact the hotel directly.

### Pets

At this time we are only able to accommodate service animals with valid certification. Please reserve in advance and speak with the hotel regarding designated relief grounds and disposal.

### Prohibited Items and Substances

Top of the World Hotel is proud to be a smoke-free and alcohol-free hotel, and functional firearms of any type are not permitted on the premises. Possession of prohibited or illegal substances or items on hotel property will be grounds for termination of services, and may also result in additional fees.

### Parking

Parking is complimentary at the Top of the World Hotel for registered hotel guests. Hotel parking is limited and is made available on a first-come, first-served basis. Groups with fleets of vehicles will need to make arrangements with the hotel directly to discuss alternate parking options. Fire lanes must be kept clear at all times. Guests must remove their vehicles within five hours of check-out.

### Closure and Evacuation

In the event that the hotel needs to be closed or evacuated, Top of the World Hotel will not accept or honor new reservations for the period of closure. In the event of evacuation, the hotel will attempt to contact future guests to notify them of the situation and their reservation will be canceled without penalty. Guests that are staying at the hotel when an evacuation order is called will be relocated to alternate accommodations as available and/or to the airport as needed. During the affected period, the hotel will waive cancellation and no-show charges and the hotel will refund all unused deposits and charges.

### Gift Certificates

Please contact the hotel to inquire about gift certificates.

### Occupancy

Top of the World Hotel has a maximum occupancy in ADA rooms of three persons and in other guest rooms the maximum occupancy is four persons.

### Special Events

The Top of the World Hotel may enforce special event protocols and rates over high-demand dates, such as some holidays, festivals, or other events. Event protocol can include pre-paid/non-cancellable room reservations. For the safety and security of all hotel guests, access to guest floors during special events is limited to registered guests. During special events, registered guests are issued wristbands. As with all major events, the city may opt to close, reroute traffic, or reduce the

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speed of specific streets which can result in traffic delays and detours. Please allow extra time when traveling to and from the hotel.

### Package Handling

Please contact the hotel to discuss arrangements for package handling for registered guests. If the hotel authorizes the receipt of packages a handling and storage fee may apply. Any package must be addressed to the registered guest receiving the package and due to limited storage space, packages cannot be held longer than arranged with the hotel. Multiple packages must be sequentially ordered 1 of 3, 2 of 3, 3 of 3 etc. Packages will be refused if previous arrangements were not made.

### Luggage Storage

Guests may leave their baggage in the luggage storage area before checking in or after checking out on a first-come, first-serve basis as available. All luggage must be claimed by 5:30 PM the day of departure from the hotel.

### Room Fees

The city of Barrow adheres to a 5% bed tax. There is a \$20 fee per night per additional occupant.

### Service and Accommodations

Top of the World Hotel reserves the right to refuse to provide admittance, service or accommodation in the hotel to any person, including but not limited to a person who, while on the premises of the hotel: (a) acts in an intoxicated/impaired or disorderly manner, (b) destroys or threatens to destroy property, (c) causes or threatens to cause a disturbance, (d) refuses or is unable to pay for accommodations or services, or (e) is determined by hotel management to pose a threat to the safety or security of hotel employees, registered guests, or the general public.

Top of the World Hotel provides accommodations as a temporary service, is not a residence, may change services, may change prices, may limit the amount of persons who may occupy a particular guest room or space in the hotel, and will only allow registered guests to use its hotel facilities.

Top of the World Hotel may pursue payment, fees and damages from a person who negligently or intentionally does not settle their bill, causes damage to the hotel, staff, property, or incurs a loss of revenue resulting from the hotel's inability to rent or to lease rooms or space while damage is being repaired.

Top of the World Hotel may also pursue payment for fees and charges from the company, agency and guest(s) who reserved, rented, leased or stayed at the hotel as responsible parties for the damages.

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