



Yellowstone Wild

Yellowstone Wild on Covid-19

Due to the unprecedented health risks surrounding the Covid-19 (corona) virus, Yellowstone Wild is suspending all operations and encouraging everyone to engage in strict social distancing and avoid all nonessential travel. All rational projections point towards limiting the transmission of this disease as the best way for our families, our businesses, our communities, our nation and our planet to get through these hard times and for us all to stay healthy.

Yellowstone National Park is Now Closed to All Visitors

On March 24, Yellowstone National Park closed to all visitors, including guided tours. We do not know exactly how long this closure will last, however we are all hoping travel will resume soon. We are doing everything we can to track the situation and will update our guests and adjust our business plan accordingly. Our top priorities right now are the health and safety of our staff and our guests, as well as our community. We are therefore, following the social distancing practices by canceling all tours and closing our doors until April 30. We encourage everyone to do the same, as we all must do our part to get through this pandemic together, faster. We will reevaluate as additional information becomes available and hope to be able to run our spring and summer tours. We do hope to be able to reschedule all tours that fall within the social distancing/travel ban time period for a safer date in the near future.

Rescheduling Tours with our Gift Card

If you are not able to travel due to the necessary precautions surrounding the coronavirus, we have established a Gift Card voucher system for you. This voucher will honor your payment to be applied in full towards a tour at a future date of your choice, provided tour availability. This voucher will not expire and will also be transferable to friends or family if you cannot make the trip (cost may vary depending on the number of guests). If you choose to cancel your tour but would like to keep the option to reschedule after the pandemic passes, we will send you a Gift Card voucher and the information needed to redeem your tour at a future date of your choice.

Deadline Lifted for Rescheduling/Canceling Tours

We have lifted the deadline for canceling or rescheduling tours without penalty. We are in uncharted waters here and it is confusing to try to make any plans about traveling right now. We want to assure you that we will do everything in our power to work with you through this situation. That starts with eliminating any rush to make any decision at all, as we all wait and watch this situation unfold. Previously, our cancellation policy provided full refunds for cancellations made more than 60 days in advance, half refunds for cancellations made between 15 and 59 days in advance and no refund for cancellations made 14 days or less before a tour. To best serve our guests during these difficult times, we have lifted that policy. For any tours that could be affected by the travel restrictions surrounding the coronavirus, there will be no cost to you for rescheduling/canceling your tour, regardless of when you decide you need to change your plans.

Refund

If you would prefer to fully cancel your booking due to the coronavirus precautions and you prefer a refund over keeping the option to reschedule at a later date, we will refund your payment, minus the standard \$50 administrative fee to cover credit card processing expenses.

Travel Insurance

One additional protective measure you might consider during this time of uncertainty is to secure traveler's insurance to protect trips that will be running after the social distancing/lockdown/travel bans have been lifted and that might help recuperate losses on prior arrangements you might have made with airlines, rental car, hotel or vacation rentals, etc.

Track the Situation, Stay Informed and Keep in Touch

We encourage open dialog through this process as we all watch how this situation unfolds. We are committed to working with you in the most personable and heartfelt ways possible. Please stay informed, as this crisis affects us all, regardless of race, religion, economic status or political leaning and everyone's actions are important right now. Please keep us posted on your thoughts and plans, and rest assured that we will do our best to do right by our valued guests. In the meantime, let's all do our part to stay healthy, limit any possible risk of transmissions and stay positive! We hope you will be able to join us here in Yellowstone soon, as wilderness seems to be the best medicine for the human body, mind and soul.

Yellowstone Wild, LLC.
Gardiner, Montana
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