



RESERVATION AND CANCELLATION POLICIES

Participation agreement

- You have to fill a medical questionnaire before taking the excursion. Certain health conditions may require doctor approval. Call us if you have any doubt.

Reservation

- You could be pair with other participants;
- A down payment of 50\$ per person is required to book your reservation;
- The remainder of the money is to be paid 28 days prior to the reservation date.

Cancellation

- 28 days or more prior to the reservation date - We will reimburse you in full if you cancel;
- Between 14 and 28 days prior to the reservation date - We will keep a retainer of 40\$ per person. If you decide to change date in the same year, we will charge instead a 25\$ fee per person;
- Between 2 and 14 days prior to the reservation date - No reimbursement. If you decide to change date in the same year, we will charge a 40\$ fee per person;
- Less then 2 days prior to the reservation date – No reimbursement and no changing date possible.
- If you are late for the departure there will be no reimbursement. However if you are the only group of the day, we will wait for you and a fee of 10\$ per person will be charged for every hour that you are late. If your group has not arrived by noon, the

excursion is cancelled with no reimbursement and no changing date possible.

Other rules and policies

- Respect the environment and have a great time!

Suggestions

- Carpool if you can;
- Avoid alcohol consumption the night before;
- Have a good breakfast;
- Avoid energy drinks.

Admission criteria

- In order to participate in rafting excursions you must be at least 40lbs for family Rafting and 90lbs for the Adventure or Classic Rafting;
- 300 pounds maximum. The life jacket must fit;
- You must be in good health. If you suffer from a medical condition, a medical certificate is required, advising you are a suitable candidate for this type of physical activity;
- Pregnant women are not permitted to participate in the rafting excursions;
- Alcohol or drug consumption is not permitted prior to the excursion.

The excursion goes on rain or shine!