

# THREE RIVERS RAFTING TERMS, CONDITIONS, AND CANCELLATION POLICIES

## OUR PROMISE TO YOU

Three Rivers Rafting values each and every guest and we promise to work our hardest to gain and keep your trust for your first and future river adventures. We promise to communicate with efficiency and clarity. Your confirmed reservation implies that you have read and agree to the following terms, conditions, and policies.

## DEPOSITS & BALANCE DUE (APPLIES TO ALL RIVER SECTIONS)

<u>Trip Duration</u>	<u>Deposit Amount</u>	<u>Balance Due Date</u>
Single Day	50% of trip cost	30 days prior to launch date
Rentals	50% of trip cost	30 days prior to launch date
Rowing Clinics	50 % of trip cost	30 days prior to launch date
Four & Five-Day	30% of trip cost	60 days prior to launch date

If reservations are made within the balance due date timeframe, full payment is required to secure your space. Deposits are applied towards the final balance.

## CANCELLATION POLICY

Deposits paid to Three Rivers Rafting are nonrefundable. Please understand that once you commit to a trip date, we lose the ability to sell those reserved spaces to other guests. We have limited seats each season and your deposit is how your seat remains reserved. The total trip cost for each guest on the trip must be paid in full for all in attendance. We DO NOT apply deposits paid for guests that are not in attendance to your remaining balance. This is because we schedule our staff according to the original total number of scheduled guests for each trip. As an example, if you book 10 seats for a trip and pay a deposit for ten people, then the group arrives with only eight, we will hold two deposits and the balance will be for all eight individuals. Note that in this example, 10 people would require us to field 2 guides and 1 safety boatman, while 8 people would require 1 guide and 1 safety boatman. Please feel free to contact us to discuss this with us should you have any questions about this policy. We do our best to be as flexible as possible to meet everyone's needs.

If you find the need to cancel your reservation for personal reasons (emergencies or otherwise), payments made to Three Rivers Rafting will be treated as a credit that can be used for future trips, subject to the following policies: 1) Reservation credits can be used for up to one season after your initial reservation date; 2) Guests are responsible for the difference in cost if prices change from the time of booking to the new scheduled trip date; 3) You are welcome to find a replacement for yourself on the existing reservation for no charge or penalty.

Please understand that we cannot insure your investment in river trip reservations. Our number of trips and spaces per trip are limited by river management plans. Therefore, we regret that we cannot make exceptions for personal emergencies. We strongly encourage the purchase of trip insurance (through a third party) to mitigate the potential loss due to cancellations for personal reasons.

Planning ahead is imperative to the smooth operation of our business; thus, cancellations made for personal reasons within 48 hours of the scheduled trip launch date will not be treated to a credit or rescheduling option.

If Three Rivers Rafting cancels your reservation due to river flows, extreme weather, BLM/USFS/other government agency mandates, insufficient bookings\*, or other conditions beyond our control, and Three Rivers Rafting does not offer an alternate trip\*\*, then all payments made to Three Rivers Rafting will be returned. If you choose to not accept an alternate trip and/or choose to not reschedule your trip for a future date, your deposit will not be refunded. Unfortunately, we cannot be held responsible for expenses incurred as a result of such cancellations or date modifications (i.e., travel expenses, lodging reservations, etc.).

Three Rivers Rafting reserves the right to choose or modify all launch sites and take-outs, trip mileage, as well as watercraft choices without notice.

\*Minimum group size restrictions are applicable to each trip, and vary by day and trip type.

\*\*Three Rivers Rafting reserves the right to offer an alternate trip that will fit within your originally reserved itinerary.

## MULTI-DAY TRIP CANCELLATIONS

In addition to the above cancellation policy. Should you have to cancel your multi-day trip plans with us, deposits and final payments for these are non-refundable, unless we can replace your reservations. If we replace your cancelled space(s) with other guests, a \$200/person cancellation fee is charged. Alternate guests you provide are welcome with no cancellation fee.

## RESPONSIBILITY

Each guest has the responsibility to understand logistics and activities involved in each river trip and be in sufficient health. Please inform us of any medical problems or dietary needs. We reserve the right to cancel, postpone, or alter a river trip based on water conditions. This includes, but is not limited to, moving a trip to a different section of the river for reasons of safety or low water. We raft rain or shine, so follow your packing list closely.

**LIABILITY & SAFETY**

Three Rivers Rafting makes every effort to ensure that you have a safe and enjoyable trip. Each trip member must understand that whitewater rafting is a physically demanding sport involving inherent dangers and risks. You will be required to sign a liability release waiver/acknowledgment of risk prior to departure. Anyone under the age of 18 must have a release form signed by a parent or legal guardian. You will receive a full safety talk at the put in. We reserve the right to refuse service to anyone under the influence of alcohol or drugs without refund.

**EVACUATIONS**

Three Rivers Rafting trips take place in remote locations, where evacuations can be challenging and expensive. It is our guests' responsibility to carry appropriate insurance coverage, and additional coverages such as LifeFlight, or be prepared to cover the cost of any evacuations yourself. Evacuations and removal from trips can take place for emergency medical reasons or for not adhering to Three Rivers Rafting's policy for respectful conduct while on the river. Three Rivers Rafting is not responsible for costs associated with these evacuations. Three Rivers Rafting will cover the cost of evacuation if river conditions or weather poses an emergency threat to the trip.

**RESPECTFUL CONDUCT**

Guests must treat the guides and fellow trip guests with kindness and respect. Harassment of any nature is not tolerated at Three Rivers Rafting. Failure to adhere to this policy can result in removal from the trip at your expense.

**GROUP & CHARTER RATES**

We offer group discounts for group sizes of 12 or more guests. Please call in advance to arrange group discounts. Private charter trips are available. Please call for rates and availability.

**OUR LICENSES & PERMITS**

Three Rivers Rafting is an equal opportunity recreation service provider and operates under Special Recreation Permits issued by the Bureau of Land Management (BLM) and United States Forest Service (USFS). Three Rivers Rafting is fully licensed and bonded by the Idaho Outfitters and Guides Licensing Board (IOGLB).

**All above terms, conditions, and policies are subject to change without notice.**