

Cancellation Information

All trips depart as scheduled regardless of weather. The raft company reserves the right to change or substitute sections of a river at any time due to weather conditions and water levels. If you arrive 20 minutes or more after your scheduled arrival time, **you will forfeit your reservation and the full amount of your trip.**

For groups of **less than 10 people:** Cancellations made prior to seven days before the trip, all money will be refunded less an 8% service charge. Cancellations made within 7 days of the trip are **nonrefundable and the cancellation policy applies to the full amount of your trip.**

For groups of **10 or more:** Cancellations made prior to 14 days before the trip, all money will be refunded less an 8% service charge. Cancellations inside of 14 days are **nonrefundable and the cancellation policy applies to the full amount of your trip.**

Change policy: Inside of 14 days of the trip, changes made to the date of the trip will result in a \$10 change fee per person. Changes may not be made inside of 48 hours.

With Cancellation Insurance: If you have purchased cancellation insurance (8% of the cost of the trip), you may cancel up until 7 PM the night before your reservation for a full refund minus the cost of the trip insurance. You may change the day of your trip before the trip free of charge. The date change must be in the same year as the original trip date.

The raft company reserves the right to cancel any trip due to an insufficient number of bookings. Should there be a need to cancel your reservation, the full cost will be refunded or credited to another trip according to your wishes.