



Sharing Nature – Enriching Lives.™ Since 1979.

TERMS & CONDITIONS - ROW Adventure Center

OUR COMMITMENT

Our hope is that your first trip with ROW Adventures is just one of many. Thus, our goal is to provide thorough and complete communications and be clear with the details of our agreement with you. Because the fine print sometimes changes, you will receive the most current Terms & Conditions along with your travel documents at the time of booking. The information below applies to our half-day, one-day and two-day trips only.

PREPARING FOR YOUR TRIP

We do our best to provide you with all the information you will need to prepare for your adventure. The reservation document that we email you will include a detailed gear list of what you should bring.

Most of our trips are suitable for beginners; however, some are more active than others. It's important that you understand the physical requirements for whatever trip you choose. If you're not sure about this, please ask for advice from our talented and knowledgeable Adventure Consultants. Be sure to read the "Trip Member's Responsibility" below, and if you have any medical concerns be sure you speak to your doctor and inform us.

HOW TO SIGN UP

To make a reservation, please contact us by one of the following methods:

- 1) Use the "Book Now" tab found on the trip pages on our website.
- 2) Call us at 208-770-2517 or 866-836-9340 – Monday-Friday from 9:00 to 5:00 pm Pacific Time.
- 3) Send us an email at info@ROWadventures.com

We accept all major credit cards, personal checks or money orders for trip payments.

Reservations made more than 45 days prior to departure require a deposit which is due within seven days (however demand for space sometimes requires us to request payment in less time). Reservations made less than 45 days prior to departure require immediate payment. The final balance is due 45 days prior to departure. For all trips lasting less than a full day payment in full is due at the time of booking.

Once your reservation is received we will send you a reservation letter that includes information on where to meet and what to bring. You will need to complete and sign a "Participant Agreement and Assumption of Risk" prior to participating in your trip. While it is often possible to join one of our trips on short notice, space is limited and we recommend you sign up well in advance.

CANCELLATION POLICY

If you find it necessary to cancel your trip, please notify us as soon as possible. If notification of cancellation is received (call to verify) 30 or more days in advance of reservation, you will receive a refund less the amount of deposit. Deposits are non-refundable. No refunds for cancellations less than 30 days. Please understand that once you've signed up, we lose the right to sell your reserved spaces to other individuals or groups. Therefore, we regret that we cannot make exceptions for personal emergencies. For this reason we strongly recommend you consider purchasing a travel protection plan (see below).

NON-PERFORMANCE

We do our very best to run all trips as planned. However, we reserve the right to cancel a trip or make changes in the itinerary, including moving to a different river or river segment, in the event of circumstances beyond our control including, but not limited to, extreme water conditions (including high or low water), forest fires, road closures, or insufficient sign-ups. If we are not able to provide a substitute trip, river or altered itinerary and have to cancel the departure completely, a full refund will be given. This refund is limited to the amount actually paid to ROW, Inc. Travel expenses, airline tickets or any money not paid directly to ROW will not be compensated.

GROUP AND CHARTER RATES

On most trips, we offer group incentives for groups of 6 or more (depending on the trip). We are also happy to arrange private charter trips. Contact us for details.

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ac@ROWadventures.com • ROWadventurecenter.com

Setting the High Watermark for Outdoor Adventure

TRIP MEMBER'S RESPONSIBILITY

Trip members have the responsibility to select a trip appropriate to their abilities and interests. We are happy to discuss the trip with you if you have any questions or concerns. Trip members are held responsible for being in sufficient good health to undertake the trip. Members are also responsible for studying all pre-departure information; for bringing the appropriate clothing and equipment as detailed therein and, for acting in a manner considerate of fellow group members.

Any person who is diabetic, epileptic, or asthmatic or has a history of heart trouble, is allergic to bee/scorpion stings or takes daily prescription drugs should include this information on the reservation form or inform our office. Trip members will also alert their guide (s) of any medical history that could become a problem on the trip. People with a history of heart trouble, pregnant women or any other potentially serious medical condition should consult their doctor before coming on a trip.

RESPONSIBILITY ~ AN IMPORTANT NOTICE

Payment of your deposit represents your acceptance of the following conditions: ROW Inc, (dba ROW Adventures), its subsidiaries and cooperating agencies act only in the capacity of agents for the participants in all matters relating to transportation and/or all other related travel services, and assume no responsibility or liability whatsoever for injury, loss or damage to person or property, however caused, in connection with any service, including, but not limited to, that resulting directly or indirectly from acts of God, detention, irregularity, annoyance, delays and expenses arising from strikes, theft, quarantine, pilferage, force majeure, failure of any means of conveyance to arrive or depart as schedule, government restrictions or regulations, civil disturbances, and discrepancies or changes in transit over which we have no control.

ROW Adventures reserves the right, either prior to or after departure, in its good-faith discretion and in circumstances that warrant it, to change or re-price any tour, trip, or expedition. This includes the possibility of moving to a different river or river segment due to extreme water conditions, forest fires, road closures and/or acts of God.

If we are not able to provide a substitute trip, river, or altered itinerary and have to cancel the departure completely, you will be refunded in full. Refunds are limited to the amount actually paid to ROW Adventures

PERMITTING AGENCIES

ROW Inc., dba ROW Adventures, is proud to be an Equal Opportunity recreation service provider under separate permits from the U.S. Forest Service, Bureau of Land Management, Idaho and Washington State Parks, Kootenai County and other agencies. These permits allow us to provide services and access to some of America's most astounding resources that might otherwise be inaccessible to most members of the public.

ROW Inc. operates under special use permits granted by the Bureau of Land Management: Cottonwood and Coeur d'Alene Resource Areas. We operate under a special use permit granted by the U.S. National Forest Service on the: Clearwater and Panhandle National Forests. All our operations and facilities are operated on a non-discriminatory basis.

ROW Inc. is bonded and fully licensed by the states of Idaho, Washington, Montana and Oregon. We are members of: America Outdoors, Idaho Outfitters and Guides Association and many other effective organizations.