



*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 kinds of great resources to prepare for your trip. These include packing lists, reading lists, detailed itineraries and more. The reservation packet that we send 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 call 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 every trip page on our website.
- 2) Call us at 208-770-2517 or 866-836-9340 – Monday-Friday from 8:30 to 5:00 pm Pacific Time.
- 3) Send us an email at [info@ROWadventures.com](mailto: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 complete reservation packet including 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.

### **DEPOSITS & BALANCE DUE**

The following deposit amounts are required to confirm your reservation:

- |                                       |                                      |
|---------------------------------------|--------------------------------------|
| Trips lasting 2 days or Super 1-days: | \$60 per person.                     |
| Trips lasting 1 day:                  | \$30 per person.                     |
| Trips lasting less than a full day:   | Full payment due at time of booking. |

Full payment is due 45 days prior to departure for all one and 2-day trips.

Reservations made after the balance due date must be paid in full at the time of booking. We reserve the right to cancel your reservation if full payment is not received by the due date.

### **CANCELLATIONS AND REFUNDS**

If you find it necessary to cancel your trip, you should notify ROW Adventures in writing, by e-mail or fax immediately.

**Trips lasting one or two days:** If written cancellation is received (call to verify) before the final balance is due, you will be given a refund less the amount of deposit. Deposits are not refundable. If cancellations are made on or after the final due date, no money will be refunded. If you are unable to go on the trip, you are welcome to find a replacement for yourself. Please

PO Box 579 • Coeur d'Alene, Idaho 83816 USA • 208.770.2517 • 866-836-9340 • fax: 208.667.6506  
[ac@ROWadventures.com](mailto:ac@ROWadventures.com) • [ROWadventurecenter.com](http://ROWadventurecenter.com)

*Setting the High Watermark for Outdoor Adventure*

understand that once you've signed up, we lose the right to sell your reserved space to other individuals or groups. Therefore, we regret that we cannot make exceptions for personal emergencies.

**Trips lasting less than a full day:** If you find it necessary to cancel your trip please contact us immediately. Cancellation fees apply as follows:

More than seven (7) days prior to departure	=	\$10 fee per person.
Between seven days & 48 hours prior to departure	=	50% of the trip cost per person.
Less than 48 hours prior to departure	=	100% of the trip cost per person.

### **TRANSFER FEES**

**Trips lasting one or two days:** You can transfer from one trip to another, *within the same season*, up until 14 days prior to departure for a \$10 per person administration fee. Less than 14 days prior to departure, regular cancellation policies apply.

**Trips lasting less than a full day:** You can transfer from one trip to another, *within the same season*, up until 48 hours prior to departure for a \$10 per person administration fee. Less than 48 hours prior to departure regular cancellation fees apply.

### **GROUP AND CHARTER RATES**

On most trips, we offer Group Incentives for groups of 6-11 or more (depending on the trip). We are also happy to arrange private charter trips. Contact us for details.

### **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.