

# SALMON RAFT TERMS, CONDITIONS, AND CANCELLATION POLICIES

## OUR PROMISE TO YOU

Salmon Raft 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	20% of trip cost	30 days prior to launch date
Two & Three-Day	30% of trip cost	60 days prior to launch date
Four & Five-Day	30% of trip cost	60 days prior to launch date

A non-refundable deposit confirms and secures your space on a trip. 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.

River usage fees are applied to each trip (3% to the BLM on Salmon River trips; \$10/person/day to the USFS on Snake River Hells Canyon trips). Fees go to governing bodies to help pay for river management, facility maintenance, and river cleanup.

## CANCELLATION POLICY

Deposits and payments made to Salmon Raft are non-refundable. Please understand that once you commit to a trip date, we lose the ability to sell those reserved spaces to other guests. We strongly encourage the purchase of trip insurance (through a third party) to mitigate the potential loss due to cancellations for personal reasons.

If you find the need to cancel your reservation for personal reasons (emergencies or otherwise), payments made to Salmon Raft 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 two seasons 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.

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 Salmon Raft cancels your reservation due to river flows, extreme weather, BLM/USFS/other government agency mandates, insufficient bookings\*, or other conditions beyond our control, and Salmon Raft does not offer an alternate trip\*\*, then all payments made to Salmon Raft 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 cancellation will be treated as a personal cancellation and will be subject to the "personal reasons" cancellation policy above. 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.).

Salmon Raft 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.

\*\*Salmon Raft reserves the right to offer an alternate trip that will fit within your originally reserved itinerary.

## RESPECTFUL CONDUCT

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

## EVACUATIONS

Salmon Raft 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 Salmon Raft's policy for respectful conduct while on the river. Salmon Raft is not responsible for costs associated with these evacuations. Salmon Raft will cover the cost of evacuation if river conditions or weather poses an emergency threat to the trip.

## 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

Salmon Raft 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). Salmon Raft is fully licensed and bonded by the Idaho Outfitters and Guides Licensing Board (IOGLB) and Oregon State Marine Board (OSMB).

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