

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 | 60 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 |

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

Spaces can be held for three days without a deposit. Your 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 confirm your reservation. Deposits are applied towards the final balance.

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. To protect your investment in a river vacation, we strongly encourage the purchase of trip insurance (through a third party; please contact us for recommendations) to mitigate the potential loss due to cancellations for any reason.

We reserve the right to cancel your reservation if full payment is not received by the due date.

CANCELLATIONS AND REFUNDS

Advance planning is crucial to the smooth operation of our business. If you find it necessary to cancel your reservation for any reason outside of the 60-day window when your balance is due, you will receive a credit of monies paid to Salmon Raft, less a \$50 per person rescheduling fee, to be used on a future trip¹. If you find it necessary to cancel your reservation for any reason within the 60-day window when your balance is due, you will receive a credit of monies paid to Salmon Raft, less your deposit, to be used on a future trip¹.

Your cancellation is subject to the following policies:

- Guests are responsible for the difference in cost if prices change from the time of booking to the new scheduled trip date.
- You are welcome to find a replacement for yourself on the existing reservation for no charge or penalty.

If Salmon Raft cancels your reservation due to river flows, extreme weather, BLM/USFS/other government agency mandates, insufficient bookings², or other conditions beyond our control, and Salmon Raft does not offer an alternate trip³, then all payments made to Salmon Raft will be returned. Unfortunately, Salmon Raft cannot be held responsible for expenses incurred as a result of such cancellations or date modifications (i.e., travel expenses or lodging reservations).

Salmon Raft reserves the right to choose or modify all launch sites and take-outs, trip mileage, as well as watercraft choices without notice. We continue to operate our trips regardless of inclement weather, smoke, or unseasonable temperatures, unless a managing agency (such as the USFS or BLM) imposes restrictions. River closures are a very rare occurrence. If this does happen, we reserve the right to transfer your trip to another river, and our standard cancellation policy applies.

¹ Reservation credits for future trips can be used for up to two seasons after your initial reservation date.

² Minimum group size restrictions are applicable to each trip and vary by time of season and trip type.

³ Salmon Raft reserves the right to offer an alternate trip that fits within your originally reserved itinerary. This may be on a different river section than originally booked.

GUEST RESPONSIBILITY

It is your responsibility to adequately prepare for your experience by thoroughly reviewing all pre-trip information and traveling with the appropriate clothing and gear to stay safe and comfortable on your trip. Guests should be in sufficiently good health. All guests are required to sign a waiver and complete profile information prior to departure. For your safety, pertinent or notable medical information or history (including, but not limited to, heart conditions or anaphylactic responses to allergies) must be communicated to Salmon Raft prior to departure. Guests must treat guides, fellow trip guests, and other river users 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, including 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. Group discounts must be arranged in advance. 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.