

ROYAL GORGE ZIP LINE TOURS | POLICIES & PROCEDURES

With your safety in mind we reserve the right to alter trips upon our discretion due to extreme weather or unpredictable events. In the event a trip is terminated due to weather prior to finishing more than half of the Classic or Extreme tour we will reschedule your group or issue a gift certificate that is valid one year from the date of your trip. If your tour exceeds more than half of either course it will be considered a full tour and refunds are not available.

- Cancellations/Refunds are less a \$15.00 per person cancellation fee. The remainder of the deposit is refundable if we are given 7 days advance notice - Groups of 12 or more require 30 days notice. Cancellations inside 7 or 30 days are not subject to refund.
- No shows and late arrivals are not eligible for refunds. Although we may allow a one time change within the same year based upon availability and circumstance. Changes will incur a change fee of \$10.00 per person.
- Any participant under the age of 18 years must have a Release Waiver signed by a parent. Your waivers are emailed to you and are automatically filed with us upon completion. (No printing necessary!)
- A healthy fitness level is always recommended. There are no refunds due to inability of participation. See above refund policy.
- All participants must weigh between 50 - 250 lbs (Classic Tour) -or- 70 to 250 lbs (Extreme Tour)
- We refuse service to anyone under the influence of Drugs/Alcohol prior to or during any activity with RGR and in turn you immediately forfeit refund.
- By making a deposit to Royal Gorge Rafting, Royal Gorge Zipline Tours or Royal Gorge Vacation Rentals you are stating that you understand, acknowledge and agree to our terms & policies.
- Our trips depart as scheduled rain or shine. In order to maintain our schedule we ask that you arrive on time as not to miss your trip. A one time change may be allowed and a change fee applied in order to change a trip time if you miss your departure under reasonable circumstances. -We truly appreciate your choosing Royal Gorge Zip Line Tours.