

WHITE WATER RAFTING | POLICIES & PROCEDURES

With your safety in mind we reserve the right to alter trips upon our discretion due to water levels or unpredictable events. In the event we change a trip due to water levels the price of the trip remains the same as we will provide an extended trip on a comparable section of river.

- 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!)
- Minimum age recommendations fluctuate depending on water level and discretion (13+ years for Royal Gorge Trips - 5 years for Bighorn trips.)
- 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.
- Swimming Ability and a Healthy Fitness Level are Always Recommended.
- 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 Rafting.