

Reservation Policies

Reservations & Deposits

Whitewater Rafting - \$50/person/day. Due within 5 days to secure your telephone reservation. Please make checks payable to **Mother Lode River Center** or call our office with a credit card number.

Challenge Ropes – 30% of trip cost. Due within 30 days to confirm dates. **Dates are not confirmed until we receive a deposit.** Deposits are non-refundable. Trip balance is due 30 days prior to program date.

Educational Programs - Once you have picked a date and a program, give us a call. We will hold the date you are interested in and send you an invoice. A deposit in the amount of 30% of the total is due within 30 days to confirm your dates. **Dates are not confirmed until we receive a deposit.** Deposits are non-refundable but may be applied towards alternate dates if necessary. Balance is due 30 days prior to program dates.

Confirmation

All activities at the river center need a minimum of six participants in order to confirm a trip. As soon as you've made your deposit, your trip confirmation will be emailed to you and will contain directions to our facility, a recommended packing lists and a copy of our release form.

Liability

While we do our best to assure your safety while you are with us, we assume no responsibility for injury to participants, emergency evacuation costs, loss of personal property, or time or expense which you may incur. All participants are required to sign a liability release prior to the start of the trip.

Refunds

If you must cancel your trip, all but a \$25/person cancellation fee will be refunded provided we have written notice at least 30 days prior to your trip. Cancellations received less than 30 days prior to the trip date are not eligible for refunds, however, you may find another qualified person to take your place without penalty.

Cancellations

If you must cancel your trip, all but a \$25/person cancellation fee will be refunded provided we have written notice at least 30 days prior to your trip. Cancellations received less than 30 days prior to the trip are not eligible for refunds, however, you may find another qualified person to take your place without penalty. Trip cancellation insurance is available from our office or your travel agent.

Educational Programs ONLY - You may make cancellations in number up to one month prior to the date of your program with no penalty; cancellations within 30 days of your program date will be charged a 30% penalty. Cancellations within one week receive no refund.

Non-Performance

Mother Lode River Trips makes every effort to run all trips as scheduled. However, we reserve the right to cancel a trip if necessary due to weather conditions, water fluctuations

or other factors beyond our control. Should such a cancellation be necessary your money will be fully credited towards another trip.

Gratuities

We are often asked if it is appropriate to tip your guide/instructor; yes, it is. Our staff are compensated for their services. However, if you feel that your guide/instructor did an outstanding job, a tip is a great way of showing your appreciation.

No Alcohol or Drugs

It is clear that alcohol and drugs even in small quantities makes a crew dangerously slow in their responses. It is not only the drug but the attitude that goes with it. We also believe that alcohol and drugs, even in small quantities, are inappropriate as part of an educational program. We ask that all participants (including teachers/chaperones) to abstain.

Gift Certificates

What better gift for someone special than an outdoor adventure? Call us at 530-626-4187 with the details and we will send you or the lucky person a personalized gift certificate.

Group Organizer Packets

Organizing a group trip is easy! If you are planning a group trip, please call our office. We'll help you choose a trip and date, send you promotional brochures and a full color poster & sign up sheet and explain our group discounts and free trips. We can also provide a DVD describing our programs and camp.

Wetsuit Rental

At \$15, we offer a limited number of "Farmer John" style wetsuits and paddling jackets for rent (usually only necessary for early-season trips); arrangements can be made through the reservations office at the time that you make your reservations. The \$15 cost covers both a wetsuit and paddling jacket for one person.