

POLICIES

RESERVATIONS - Most Ocoee Outdoors trips are arranged through telephone and e-mail reservation system. We do take some walk up business but for your convenience, it is always best to call in advance or e-mail us. 1-423-338-2438, 1-800-533-PROS (7767) FAX 423-338-6128 Reservation E-mail. For weekday trips you should make your reservations one or two weeks in advance; weekend trips four to six weeks in advance. Morning and afternoon trips are available. Keep in mind that June, July, August and September are our busiest months, so call early for reservations in these months. To qualify for group rates you need a minimum of 10 people. See rates above. Following your phone call you will be required to send payment in full in order to confirm your reservation. You may mail your payment to: **Ocoee Outdoors, P.O. Box 72, Ocoee, TN 37361** If your confirmation is not received within 7 days of your phone call, your reservation will be cancelled unless other arrangements have been made.

MEDICAL - There are no prerequisites for joining an O.O. trip, but being healthy certainly makes the experience more rewarding. People with heart trouble and pregnant women should have their physician's approval before taking a river trip. Persons with various handicaps are welcome on O.O. trips, pending a discussion of any special requirements.

DEPOSIT REFUND POLICY - Ocoee Outdoors will partially refund payments on cancellation of your reservation. Cancellation received two weeks or more prior to your trip receive \$20 per person refund. One to two weeks prior to your trip, a \$10 per person refund. But if you cancel one week or less prior to your trip, there is no refund available. There is a \$5 handling and bookkeeping charge on ALL cancelled reservations.

CANCELLATIONS - If you find it necessary to cancel your trip, please notify us as soon as possible. You can telephone, but we also need a written notice. The cancellation fee after you've made your deposit can vary depending on the number of days prior to your trip that we receive your cancellation notice and may include the entire trip cost. We regret we cannot make exceptions for personal emergencies. For this reason, we strongly urge our participants to consider trip insurance. (see Insurance)

INSURANCE - Although every effort is made to insure a safe trip for all, we strongly recommend that you protect yourself, your belongings, and your vacation through the purchase of a short-term traveler's policy. A trip cancellation policy covers your non-refundable payments in most cases, should you have to cancel your trip at the last minute due to illness or injury. Trip participants should realize that in the event of illness or injury on a river trip, evacuation can be prolonged, difficult and expensive. Baggage and cameras are carried entirely at the owner's risk, and O.O., Inc. accepts no responsibility for lost, damaged or delayed property.

Rafter Requirements

All rafters must sign a release/waiver.

See Schedules & Rates for age and other requirements for each river. For a family float, consider the Hiwassee.

Rafters Responsibility Code

Whitewater rafting is a fun and exciting activity, and as a rafting participant you have responsibilities. Always show courtesy to your fellow rafters, including your guide and be aware that there are elements of risk in rafting that common sense and personal awareness can help reduce. Observe the code listed below and share with other rafters the responsibility for a great rafting experience.

1. Never raft under the influence of drugs or alcohol.
2. Listen carefully to the safety instructions you receive from your guide and other safety personnel.
3. Follow the safety instructions as carefully as possible.
4. Observe all posted signs and warnings.
5. Prior to rafting you must have the knowledge and ability to paddle the raft, effect a self-rescue and help rescue fellow rafters who fall from the raft.

Raft At Your Own Risk

Rafters assume the inherent risks of rafting. Therefore, Ocoee Outdoors recommends that participants recognize the dangers and conditions, including but not limited to: changing weather conditions; various difficulties of whitewater rapids; surface and subsurface obstacles such as rocks, and fallen trees; collision with other rafts, canoes, or kayaks; and rafters failure to raft within his/her ability. If you cannot accept the inherent risks of the sport, please do not attempt to raft. You will be required to sign an assumption of risk form prior to your raft trip.