

Important Trip Info and Reminders/FAQs

(All the Big and Little Stuff You Need to Know)

- **Cancellation Policy:** Within 30 days we CANNOT give refunds for anyone in your group who decides not to show. Remember, we are turning away other paying customers because we already have a reservation saved for you. Be responsible. If someone in your group won't be able to attend, call and let us know as soon as possible. The sooner you let us know, the more likely we are to be able to work with you. There will be **ABSOLUTELY NO refunds for no-shows on the day of a trip, and any remaining balance will be charged to the card we have on file.**
- **Late Policy:** Safety talks are scheduled to start promptly at your reservation time. The safety talk is mandatory, and you must be here for it in order to go on the trip. Respect your fellow customers and their time, don't be late! However, if you get lost in the woods and can't get here on time, please call to let us know. Don't miss the boat! We would hate for you to be left behind because we thought you weren't coming.
- **Clothing: Shoes are required.** Please wear shoes that will stay on your feet (i.e.: sport sandals, tennis shoes or water shoes). **DO NOT wear flip-flops!** Dress for the weather, and understand it is generally cooler in the water and in the wooded area we travel through. You WILL be getting wet, so wear whatever you feel comfortable getting wet in. **Your trip will run no matter the weather.** No rain, nor sleet, nor snow shall keep us from whitewater expeditions. For more info, please look at the "What to Wear" file.
- **Drugs/Alcohol:** Anyone under the influence of drugs or alcohol will NOT be allowed to run the river. NO REFUNDS. Whitewater is a dangerous natural resource that requires your full attention. What you do after your trip is your business.
- **Directions:** Please follow the directions in the "directions" file. If you use a GPS, be warned that it will likely direct you into a thicket of trees, where you will lose cell phone and GPS reception, causing you to drive in circles until you've run out of gas and become stranded. Without food or water. By the time the bears find you, your boat will have left. So please spare yourself the pain and embarrassment of being the late group that everyone has to wait on, or worse, the group that gets left behind and possibly eaten by black bears!
- **Photos:** Want proof you did it? Want pictures to remind you forever of the great time you had? You can preorder a personalized CD of pictures from your trip, (this usually ranges from 10-400 photos depending on weather, group size, etc., and includes pictures from your entire whitewater experience) OR you can wait until after your trip

to order. CDs are burned in our office, and are generally ready within 5-20 minutes after your trip, depending on how many orders we have. Prices are based on the number of people in your group. The CDs are non-copyrighted and you will be able to make as many copies and prints from them as you'd like.

- 1 8x10 print of one photo=**\$15 + tax**. This will be mailed to you after your trip, and generally takes about 14 days before it arrives.
 - Less than 3 people: 1 CD of all of the pictures of your group=**\$25 + tax**.
 - 3-20 people: 1 CD of all of the pictures of your group=**\$10/person + tax**. SO if you have 5 people, your CD will cost \$50, etc.
 - 21-40 people: 2 CDs of all of the pictures of your group=**\$7/person + tax**. SO if you have 25 people, your CDs will cost \$175, etc.
 - 41+ people: 3 CDs of all of the pictures of your group=**\$6/person + tax**.
 - **NON-PROFIT organizations (i.e.: Boy Scouts, youth groups, etc.) - inquire about special rates.**
- **Tipping:** Tipping your guide is customary, although not mandatory. Your guide will do everything he or she can to ensure you and your group have a safe and fun trip. If you've enjoyed your trip, the best way to thank your guide is by saying "Thank you," smiling, and then cracking open your wallet. If you are planning a trip for a large group of people who are not planning on having extra expenses, consider building a tip into your trip cost. A few extra bucks per person goes a long way.
 - **Camping/Other Lodging:**
 - Free, rustic camping is available on our property the day before and/or after your trip. Fire rings, picnic tables, and porta-potties are available for your use, but be sure to bring any other gear you may need. We also recommend you bring your own drinking water.
 - Other nearby campsites offer more amenities. There are several campgrounds in Albright and many more within 30-45 minutes.
 - Check our website for extensive accommodation listings.
 - Cabin rentals are available in nearby towns, including Terra Alta, Bruceton Mills, and Hazelton, WV.
 - The nearest hotels/motels/bed and breakfasts are in Kingwood, WV, which is about a ten minute drive from our location. These include the Heldreth Motel and the Preston County Inn. Additional lodging within an hour's drive is available in the Morgantown/Cheat Lake area and the Garrett County, MD, area.
 - **Meet-up Points:** If you are doing a trip other than the Cheat Narrows or Cheat Canyon, (i.e.: Wild Caving, Climbing, Upper Yough trips, etc.) your meet-up location is most likely NOT our main office. Please make sure you go to the right location so that you don't miss out on your trip!

- **Food:**
 - During your trip: most trips include lunch or a snack. Please advise us of any food allergies or sensitivities at least a week before your trip so we can accommodate your needs.
 - Before or after your trip: There are several restaurants in Kingwood, WV, including fast food, pizza, and local sit-down restaurants. Kingwood is about a ten minute drive from our office. There is also a place by the exit back onto I-68 called Little Sandy's Restaurant in Bruceton Mills. It is a country-style restaurant within a truck stop. Again there are more options off of the highways when you get closer to bigger towns/cities. If you want quality dining, try the Cornish Manor in Oakland, MD.
- **Weather:** We've said it before and we'll say it again: just like the mail, **your trip goes rain or shine (or sleet or hail)!** Seriously, major weather is generally moving through the area fast enough for us to work around it. We can wait out hail storms and the like in the bus or on shore under a raft before we embark on your amazing whitewater adventure! You're going to get wet anyway, so what's the big deal? Just dress accordingly and come ready to have a great time, no matter the weather!
- **Other Questions?** Please don't hesitate to call or email us! West Virginians are known for their hospitality, and we're happy to help. We look forward to taking you on the trip of a lifetime, helping you make memories...West Virginia style!