

## ORGANIZER TIPS

1. Plan your river tour as far in advance as possible. Formulate a tentative idea of how many will be in your group and a first and second choice of dates you would like to raft.
2. We will send you as many brochures as you may need to hand out to possible group members. To help stir interest we have DVD's.
3. **1-800-4RAFTIN (1-800-472-3846)** is an important number you will want to remember. Give us a call, and we will be happy to discuss which river and/or package will best suit your group's needs. During the rafting season our phone lines are answered 7 days a week, off season we are in Monday thru Friday.
4. When you receive your confirmation, check the following for accuracy: name of river, rafting date, starting time, number of people, lodging and/or package information. An updated confirmation is sent each time a change or payment occurs. Please review the above items each time you update your reservation.
5. Notify all group members of our cancellation and refund policies. Stress to your group the importance to notify you of any changes as soon as they happen. **See back for reservations and cancellation procedures.** To ensure your payment reaches us on time, it is best to set your deadline for group members a few days prior to the date you are mailing in your payment to us. It is very common for a payment to take up to 5 days to reach us from the date you mail it.
6. We advise you not to cover payments for group members. Many times people are definitely going, but definitely never come up with the money to pay. This can leave organizers poor and friendships at odds. It is best to release any unpaid space then add them when you have their money. Do keep in mind space is limited - the earlier you call, the better chance you have on availability.
7. Have group members deal directly with you for changes. We can answer any questions they may have about your reservation, **but only you** can make changes on your account.
8. To avoid confusion for group members, keep them informed. Make ALL members aware of reservation information such as: the group organizer's name, river, date, time, location, etc. Directions will be on the back of your confirmation. Please feel free to copy anything we send you to hand out to your participants.
9. The day of your trip your group must meet at the appropriate check-in center. For groups of 16 or more, we suggest arriving 15 to 20 minutes prior to your starting time during the summer months. For early spring and fall, all reservations should add an additional 30 minutes for wetsuit and/or paddle jacket rentals. At our check-in center we will have you read, complete and sign an Agreement To Participate Form/Ticket. **FOR THOSE MEMBERS UNDER THE AGE OF "18" WHO WILL NOT BE ACCOMPANIED BY A PARENT OR LEGAL GUARDIAN, AN AGREEMENT TO PARTICIPATE AND AFFIRMATION OF LIABILITY RELEASE FORM MUST BE READ AND SIGNED BY THEIR PARENT OR LEGAL GUARDIAN.** Be sure you bring the completed forms with you. This form will be mailed or faxed upon request.

### ***Laurel Highlands River Tours***

P.O. Box 107 • Ohiopyle, PA 15470

**1-800-4RAFTIN (472-3846)**

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