

PO Box 391
LeRoy, New York 14482
Phone: (585)-343-4710
Email: aco.rafting@gmail.com

Adventure Calls Outfitters, Inc.

Dear Group Leader;

Thank you for your interest in one of our programs. Being a group leader can be an overwhelming task. To assist you, we have developed this packet. Included you will find the following:

1. Our brochure
2. Group Leader Record Sheet
3. "What To Bring" checklist
4. Reservations Policies and Procedures
5. Helpful Hints Sheet
6. Liability Release Forms (there are two)
7. An Informational Poster (if requested)

Adventure Calls Outfitters is now entering its' 38th year in the outfitting business. We take great pride in our staff and the job they do. It is our goal to offer you the best all around outdoor experience possible. If you have any special needs, please call upon us to meet them. We will do our very best to accommodate you.

Groups of 10 or more get a free waterproof camera. As the organizer of a group of 15 or more, you ride free, and get the camera.

Non-profit organizations receive a 10% discount off the standard rate. Groups of 20 or more receive a free camera and free ride for the group leader. In order to receive the benefits, a copy of your Tax Exempt Certificate must be provided by the day of your activity.

Call with any questions or concerns you may have. We are looking forward to our adventure together.

Have A Blessed Day,

Kevin Kretschmer

Kevin Kretschmer
President, Adventure Calls Outfitters, Inc.

"Western New York's Premier River Runners"

Group Leader Record Sheet

Activity: _____ Location: _____ Date/Time: _____

	Name(s) of Participant	# 's	Phone #	Amount Paid	Balance Due	Waiver
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Adventure Calls Outfitters, Inc.
PO Box 391
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1-888-270-2410
aco.rafting@gmail.com

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Adventure Calls Outfitters, Inc. provides the following on our raft trips: rafts, paddles, PFD's, guides, and transportation to or from the river, depending on the location. For all non-rafting activities, Adventure Calls Outfitters, Inc. provides all equipment necessary to perform the activity.

Please refer to the checklist below for all other items related to the activity you will be participating in.

Things to Bring Checklist

Cool Weather

- dry clothes
- dry shoes
- towel
- eye glass retainer
- bathing suit
- wool sweater or pile jacket
- wool or polypropelene socks
- wool hat
- wool gloves
- old sneakers or dive booties

Warm Weather

- dry clothes
- dry shoes
- towel
- eye glass retainer
- bathing suit
- nylon shorts
- T-shirt
- sunscreen
- nylon jacket
- old sneakers or secure sandals

- Flip flops are not appropriate foot wear.
- Helmets are required on all our river trips and are provided at no additional cost.

When the weather dictates, wetsuits and wet tops are available to rent.

- Wet tops are gradually being phased out in favor of water-proofed nylon splash tops. They are more comfortable and provide better range of motion for your upper body. However, they do not provide as much thermal value as the neoprene jackets. A polar fleece, wool sweater, or even a heavy cotton sweatshirt (last resort) would be recommended.

Group Leader Helpful Hints

- ◆ Plan your activity as far in advance as possible. Have a rough idea of how many will be in your group and have a first and second choice of dates you would like to go.
- ◆ Remember 1-888-270-2410. Our office staff will be happy to assist you in making your job as easy as possible. Please let us know of any special needs your group may have.
- ◆ Notify all group members of Adventure Calls payment and cancellation policies. Stress to your group the importance of notifying you of any changes as soon as they occur. To ensure all payments reach us on time, set your deadlines several days prior to sending your payment to us.
- ◆ We advise against covering payments for group members. Many times people will say they are definitely going but never have the money to pay. This has a tendency to leave you poor (we don't refund no-shows) and can strain friendships.
- ◆ **All payments toward your reservation and any changes to it must be done by you.** Please mail in a single payment or call in with one credit card number. All checks should be made payable to: "Adventure Calls Outfitters, Inc.". Have all the members in your group deal with you directly and not call us with questions regarding the activity. It greatly eliminates confusion on everyone's part.
- ◆ Keep everyone informed as to the specifics of your activity. Be sure they know the following: the location of the activity, the date and time, the name the reservation is under, and directions to the site. Please copy and distribute any information we provide.
- ◆ All participants must read and sign the liability release forms. Anyone under the age of 18 must have the form read and signed by a guardian. We will provide you with as many copies of the release as needed. It saves time if they are completed prior to the day of the activity and brought with you.
- ◆ **The day of the activity your group should meet at our site office at least 30 minutes prior to the scheduled departure time. Groups head to the river at the designated time, water levels permitting. No-shows forfeit all monies paid. Late arrivals may go with another group only if we have equipment available.**
- ◆ Letchworth State Park charges a \$10.00 per car (up to a 15 passenger van) entrance fee. If coming by bus, the fee is \$75.00 (\$35.00 for non-profit organizations, when providing a tax-exempt certificate to the park upon admittance). Cash is required at the park entrance.
- ◆ **IN CASE OF EMERGENCY ON THE DAY OF YOUR TRIP WITH US, THE PHONE NUMBER AT OUR LETCHWORTH STATE PARK OFFICE IS; (585)-493-3380. THIS NUMBER SHOULD ONLY BE USED IF NEEDED ON THE DAY OF YOUR TRIP IF YOU'RE UNABLE TO REACH US BY PHONE AT EITHER OF OUR LISTED PHONE NUMBERS. PLEASE DO NOT CALL IT FOR GENERAL QUESTIONS.**

Adventure Calls Outfitters, Inc.
Reservation Policies & Payment Procedures

- Reservations are booked by telephone or via email on a space available basis. **No reservation is confirmed until a 50% deposit has been received.** Space on all activities is limited. The earlier you contact us, the greater the likelihood of ensuring the date you prefer.
- **A 50% deposit is due within 10 days of making a reservation. If the deposit is not received, your reservation will be canceled. Deposits will be refunded, with a minimum of 7 days prior notice.**
- **All payments and changes of any sort must be made by the group leader.** Payments may be made by any of the following methods: cash, personal or business check, money order, voucher, American Express, Discover, Master Card, or VISA.
- Rescheduling of the activity will be made only with a minimum of 7 days notice prior to your original reservation date.
- **Adventure Calls Outfitters, Inc. reserves the right to cancel or reschedule any activity or move it to an alternative location, if river or weather conditions warrant.** No penalties or fees will be incurred.
- **Any persons under the influence of any mind-altering substances will not be allowed to participate in any Adventure Calls Outfitters, Inc. activity and will forfeit all monies paid.**

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“I Have A Question”

- Q - How deep is the water? A - You can either touch the bottom or you can't. However, as a general rule wherever the river is the deepest it is also the calmest.
- Q - Will I get wet? A - Yes, that sort of is the point with this activity.
- Q - Can I bring my dog? A - No, and you can't bring your cat either.
- Q - Is the water cold? A - In the early spring and late fall, yes, thus the need for wetsuits. During the summer months it is quite refreshing and bathing suits / t-shirts will suffice.
- Q - Do I need to know how to swim? A - No, your pfd allows you to float whether you can swim or not.
- Q - Is it possible the raft could tip over? A - Yes, but only if everyone in it stands on one side and pulls the boat over on their heads. It is extremely unlikely that the raft will flip over as a result of the river conditions.
- Q - Should I bring along a towel? A - No, leave it in your car, along with your change of clothes.
- Q - What happens if I fall out of the raft? A - You'll get wet. Actually, part of the Safety Talk that precludes every trip is about what to do in the event you fall out of the raft.
- Q - Is this dangerous? A - You will partake in two very dangerous activities the day of your trip - riding in a car to and from our Site Office. Tragically, people are seriously injured or killed in motor vehicle accidents every day. On the other hand, our Safety Record is among the very elite within the professional paddlesports industry.
- Q - Are there fish in the river - or snakes - or alligators? A - Yes, there are various species of fish in each of the rivers we operate on. You also may see some harmless water snakes along the way. We're not sure about the gators but we do issue "Gator Wacker" paddles to small children just in case.
- Q - What should I do with my "stuff"? A - Lock anything you're afraid you might lose in your car. Leave your keys with the Site Manager and they will be secured until you've returned from the river trip.
- Q - Does the river end up where it started? A - Only on an amusement park ride. A river trip on a naturally flowing waterway always starts at a point "A" and ends downstream at a point "B".
- Q - Where do I sit in the boat? A - Along the edge of the outside tube because if you fall out of the raft into the water you want to be as close to it as possible. Where and how to sit in the raft is part of the Safety Talk as well.
- Q - Do I have to wear a life jacket? A - Only if you want to go on the trip.
- Q - Do I have to wear a helmet? A - Yes, and they are readily provided at no additional cost.
- Q - Can I wear my own life jacket? A - Yes, as long as it is a USCG Approved Type III or V and you show it to one of the guides on the trip before getting to the river.
- Q - Can I go barefoot? Appropriate footwear is required and you must bring your own. Old sneakers or water shoes or secure sandals are best.. Flip flops are not allowed.
- Q - Can I bring a camera? A - Yes, and there are numerous opportunities to take some incredible pictures but, it is possible you could drop it in the river, or on a rock, or something else bad could happen to it. It's your camera and your choice. As an alternative, we do offer waterproof disposable cameras for sale.
- Q - What if I have to go to the bathroom during the trip? A - I'd recommend the following advice; "leaves of three, leave them be", either that or buy some calamine lotion on the way home - you'll need it.
- Q - How fast are we going? A - That depends on the rate at which the river is flowing and how well you are maneuvering the raft. The trip is designed to be at a leisurely pace and we will only go as fast as the slowest raft.
- Q - What do we do if it rains? A - We get wet. All trips proceed rain or shine. We will not run the river in extremely inclement weather; like a combination of high winds, low temperatures, and snow or in dangerous weather such as severe thunderstorms or tornado warnings.
- Q - Do I have to paddle? A - You're kidding, right? Paddling is what propels the raft forward and moves it left or right around rocks and other obstacles in the river bed.
- Q - Can I bring a cooler? A - No, but you are welcome to bring bottled water or Gatorade, or a light snack if you wish.
- Q - Does this wetsuit make me look fat? A - Yes, but then again, they make everyone look fat.
- Q - Can I bring along some beer or other adult beverages? A - No, unless you want to sit in the parking lot waiting for your friends that actually went on the raft trip to get back from all the fun they had without you.
- Q - Is there a guide in every boat? No, but generally, people that really would like a guide in their raft will get one.
- Q - Can I request a specific guide? A - Yes, most certainly. Besides, they like to feel wanted.

Waiver and Liability Release Form – Please Read Carefully Before Signing

Location of Trip: _____ Date of Trip: ___/___/___ Time of Trip: _____

Name of Participant:

Permanent Address:

City:

 State:

Zip Code:

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May we place you on our mailing list? Yes ___ No ___

In consideration of Adventure Calls Outfitters, Inc., their successors and/or assigns furnishing services and/or equipment to enable me to participate in rafting, canoeing, kayaking, and any or all other related and/or secondary activities, I agree as follows:

I fully understand and acknowledge that outdoor recreational activities have: (a) inherent risks, dangers, and hazards and such exists in my use of raft, canoe, kayak, and any or all other outdoor equipment and my participation in rafting, canoeing, kayaking, and any/all related and/or secondary activities; (b) my participation in such activities and/or use of such equipment may result in injury or illness including, but not limited to bodily injury, drowning, disease, strains, fractures, partial and/or total paralysis, death or other ailments that could cause serious permanent disability; (c) these risks and dangers may be caused by the gross or actual negligence of the owners, employees, officers, or agents of Adventure Calls Outfitters, Inc.; the negligence of the participants, the negligence of others, accidents, breaches of contract, the forces of nature or other causes. Risks and dangers may arise from foreseeable or unforeseeable causes including, but not limited to, guide decision making, including that a guide may misjudge terrain, weather, trail or river route location, and water level, risks of falling out of or drowning while in a raft, canoe, or kayak and such other risks, hazards and dangers that are integral to recreational activities that take place in a wilderness outdoor recreational environment; and (d) by my participation in these activities and for use of equipment, I hereby agree that I am voluntarily participating in such activity, that I have been advised of the risks and hereby assume all risks and dangers and all responsibility for any losses and/or damages, whether caused in whole or in part by the negligence or other conduct of the owners, agents, officers, or employees of Adventure Calls Outfitters, Inc., other guests, or by any other person.

I, on behalf of myself and my successors or assigns hereby voluntarily agree to release, waive, discharge, hold harmless, defend and indemnify Adventure Calls Outfitters, Inc., its owners, agents, officers, and employees from any and all claims, actions, or losses for bodily injury, property damage, wrongful death, loss of services or otherwise that may arise out of my use of rafting, canoe and/or kayak, and any other equipment or primary or secondary activities, or my participation in rafting, canoeing, kayaking, or any other activities. I specifically understand that I am releasing, discharging, and waiving any claims or actions that I may have presently or in the future for the negligent acts or other conduct by the owners, agents, officers or employees of Adventure Calls Outfitters, Inc., their successors and/or assigns.

I also agree to the following: I, the undersigned, acknowledge that I am aware of the risks and hazards involved in participating in a raft, canoe, or kayak trip on the Cattaraugus, Genesee, or Salmon Rivers, as well as any associated activity, to include but not limited to; swimming, hiking, walking, and camping. I voluntarily participate in all such activities although knowing such dangers, I hereby release the State of New York, The Office of Parks, Recreation and Historic Preservation, their officers, employees, agents, successors and assigns and all other persons participating on their behalf in the expedition from and against any and all liabilities, claims, demands, actions and causes of action whatsoever, arising out of or relating to any loss, damage, disability or injury (including death), that may be sustained by me in connection with my participation in this activity. This release shall be binding upon the administrators and/or executors of my estate, my heirs and distributees. The venue of any dispute that may arise out of this agreement or otherwise between the parties to which Adventure Calls Outfitters, Inc. or its agents is a party shall be either the City of Batavia, New York Justice Court or the County or State Supreme Court in Genesee County, New York State.

I HAVE READ THE ABOVE WAIVER AND LIABILITY RELEASE IN FULL AND BY SIGNING IT AGREE. IT IS MY INTENTION TO EXEMPT AND RELIEVE ADVENTURE CALLS OUTFITTERS, INC., THEIR SUCCESSORS AND ASSIGNS FROM LIABILITY FOR PERSONAL INJURY, PROPERTY DAMAGE OR WRONGFUL DEATH CAUSED BY NEGLIGENCE OR ANY OTHER CAUSE.

Signature: _____ Age: _____ Dated: _____

Signature of Parent/Guardian (if participant is less than 18 years of age) _____

- May we email information about upcoming Adventure Calls Outfitters, Inc. programs to you?

Email address: _____

RELEASE OF LIABILITY – READ BEFORE SIGNING

In consideration of being allowed to participate in any way in an Adventure Calls Outfitters, Inc. program(s), its related events and activities, I, _____, the undersigned, acknowledge, appreciate, and agree that:

1. The risk of injury from the activities involved in these programs is significant, including the potential for permanent paralysis and death, and while particular skills, equipment, and personal discipline may reduce this risk, the risk of serious injury does exist; and,
2. I KNOWINGLY AND FREELY ASSUME ALL SUCH RISKS, both known and unknown, EVEN IF ARISING FROM THE NEGLIGENCE OF THE RELEASEES or others, and assume full responsibility for my participation; and,
3. I willingly agree to comply with the stated and customary terms and conditions for participation. If, however, I observe any unusual significant hazard during my presence or participation, I will remove myself from participation and bring such to the attention of the representatives and/or employees of the Company and/or their designees immediately; and,
4. I, for myself and on behalf of my heirs, assigns, personal representatives and next of kin, HEREBY RELEASE, INDEMNIFY, AND HOLD HARMLESS Adventure Calls Outfitters, Inc., their officers, officials, agents and/or employees, other participants, sponsoring agencies, sponsors, advertisers, and, if applicable, owners and lessors of premises used for the activity ("Releasees"), WITH RESPECT TO ANY AND ALL INJURY, DISABILITY, DEATH, or loss or damage to person or property associated with my presence or participation, WHETHER ARISING FROM THE NEGLIGENCE OF THE RELEASEES OR OTHERWISE, to the fullest extent permitted by law.

I HAVE READ THIS RELEASE OF LIABILITY AND ASSUMPTION OF RISK AGREEMENT, FULLY UNDERSTAND ITS TERMS, UNDERSTAND THAT I HAVE GIVEN UP SUBSTANTIAL RIGHTS BY SIGNING IT, AND SIGN IT FREELY AND VOLUNTARILY WITHOUT ANY INDUCEMENT.

X _____ Age: _____ Date Signed: _____
(PARTICIPANT'S SIGNATURE)

FOR PARENTS/GUARDIANS OF PARTICIPANTS OF MINORITY AGE

(under age 18 at time of registration)

This is to certify that I, as parent/guardian with legal responsibility for this participant, do consent and agree to his/her release as provided above of all the Releasees, and, for myself, my child and our heirs, assigns, and next of kin. I release and agree to indemnify and hold harmless the Releasees from any and all liabilities incident to my minor child's involvement or participation in these programs as provided above, EVEN IF ARISING FROM THE NEGLIGENCE OF THE RELEASEES, to the fullest extent permitted by law.

X _____ Date Signed: _____
(PARENT/GUARDIAN'S SIGNATURE)

X _____
(PRINT NAME)