

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 at times. To assist you, we have developed this packet, which should simplify the process for you somewhat. Included, you will find the following.

1. Our current Newsletter
2. Group Leader Record Sheet
3. "What to Bring" Checklist
4. "Helpful Hints" Sheet
5. Reservation Policies and Procedures
6. Commonly Asked Questions
7. Our Coronavirus Response
7. Participant Agreement Forms (2 pages, both to be filled out by every participant)
8. An Informational Poster (if requested)

Adventure Calls Outfitters, Inc. has been in business since 1981. 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 of any sort, please call upon us to meet them. We will do our absolute best to accommodate everyone in your party.

Groups of 10 or more receive a free waterproof disposable camera. As the organizer of a group of 20 or more, you are our guest and get the camera.

Non-profit organizations receive a 10% discount off the current standard rate. A copy of your Tax-Exempt Certificate is requested upon the day of your activity with us.

Please contact us with any questions or concerns you may have. All of us here at ACO 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. provides the following on our raft trips: rafts, paddles, PFD's, helmets, 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.

Cool Weather

- ___ dry clothes
- ___ dry shoes
- ___ towel
- ___ eye glass retainer
- ___ bathing suit or shorts
- ___ lycra or under armor
- ___ wool sweater or pile jacket
- ___ wool or polypropylene socks
- ___ wool hat
- ___ wool gloves
- ___ old sneakers or dive booties

Warm Weather

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

*** Flip flops are not appropriate footwear and are not allowed. Water shoes or crocs are acceptable.**

*** Helmets are required for all river trips and are provided at no additional cost.**

When the weather dictates, wetsuits and wet tops are available to rent. We have phased out neoprene tops 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 so an under layer of polar fleece, wool, or a heavy poly blend is recommended.

“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 vehicle to and from our Site Office. Tragically, people are seriously injured and/or killed every day in motor vehicle accidents. 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 - 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 - Do I have to wear a helmet? A - Yes, helmets are required and are readily provided at no additional cost.
- Q - Can I go barefoot? No, footgear 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 riverbed.
- 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.

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 as well as a first and second choice of dates you would like to go.
- ◆ Remember 1-888-270-2410. We 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.
- ◆ Please make everyone in the group aware of specifically what they are in for. Refer them to; "Is This For Me" in our newsletter and/or on our website. Except for above-average river levels, it is not recommended that people in excess of 300 pounds participate. Current river conditions can be found at our website or by calling our office.
- ◆ Notify all group members of Adventure Calls Outfitters, Inc. 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 logistics of 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. You are welcome to 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 an \$10.00 per car 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).
- ◆ **If you are rafting with us at Letchworth State Park and need to get in touch the day of your trip for an emergency, the best number to call is; (585)-493-3380. This is the phone number for the rafting office at the park. PLEASE DO NOT CALL THIS NUMBER AT ANY OTHER TIME OR FOR GENERAL INQUIRIES. Unless we are in the park during normal operating hours no one will answer, and it is not possible to leave a message.**

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 are non-refundable, only transferable, with a minimum of 14 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 14 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 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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ACO Coronavirus Response

- Your safety has always been our #1 concern here at ACO and we are fully prepared to overcome the challenges currently presented by the Coronavirus. We are implementing extra precautions to ease any concerns you may have about paddling with us at this time.
- Advance reservations are strongly recommended, either by calling our toll-free number; (888)-270-2410 or via; <https://adventure-calls.com/reservations.html>.
- It is preferred that electronic payment in full is made prior to the day of your trip as part of the social distancing practices we have implemented on site.
- Please download and complete both participation agreement forms; https://adventure-calls.com/liability_release.html for each person in your party and bring them with you the day of your trip.
- If you or a member of your party is exhibiting symptoms of the Coronavirus or have been exposed to Coronavirus within 14 days prior to your scheduled trip, please contact us to either reschedule or request a full refund.
- At the start of every workday each member of the ACO staff will undergo a brief health screening, including checking their temperature using a temporal thermometer. Any employees that exhibit signs of the Coronavirus will be sent home and encouraged to seek medical treatment. A record of the daily health screening will be kept for a minimum of 30 days, adhering to all HIPAA guidelines.
- Upon arrival at the rafting office on the day of your trip a member of our staff will ask you several health-related questions directly related to possible exposure to the Coronavirus, as well as take your temperature using a temporal thermometer. Should your temperature be above 100.4 F you will not be allowed to participate and encouraged to seek medical attention. A record of the daily health screening will be kept for a minimum of 30 days, adhering to all HIPAA guidelines.
- Social distancing measures will be implemented on site, including limiting the number of guests within our site facility (20), per river trip (20), and on each bus (20). Non-related guests and staff will maintain at least a 6' distance apart at all times.
- Entrance and egress from the rafting office will occur via clearly marked signage indicating one-way foot traffic, with minimal cross flow.
- Only members of the same household or family or groups that interact with one another regularly will be allowed to paddle together in close proximity in the same raft.

- Guides will either accompany each trip in a separate canoe, kayak, or inflatable sit on top kayak or, in a raft with only two guests (separated by at least six feet, two guests in the front of the raft and the guide in the back).
- In addition to having hand soap readily available in the bathrooms, hand sanitizer will be available in the lobby of the building and on the bus.
- After changing into your river apparel, please secure all personal belongings in your vehicle. Upon returning from your vehicle, your car keys and face covering / mask will be placed into a Ziplock bag and secured on our bus. It is recommended you wear an appropriate face covering / mask inside the rafting office as well as for the bus ride to / from the river.
- Our site facility and all equipment used (buses included) will be sanitized per CDC and mfg. recommendations following every trip.
- We have more than enough helmets, paddles, and pfd's to ensure none will be re-used without air drying for a minimum of 48 hours after being sanitized.
- High touch areas within the rafting office will be sanitized throughout the day, following CDC guidelines.
- THE WEARING OF ANY SORT OF FACE COVERING WHILE ON THE RIVER IS PROHIBITED AS IT PRESENTS A SIGNIFICANT RISK IN THE EVENT AN INDIVIDUAL FALLS INTO THE WATER.
- ** The CDC considers paddle sports a low-risk outdoor activity relating to exposure to the Coronavirus. Additionally, they encourage spending time outside in fresh air during warm weather as it is crucial for one's physical and mental wellbeing.

