

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 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. Participant Agreement Forms (2 pages, both to be filled out by every participant)

Adventure Calls Outfitters, Inc. has been in business since 1981. We take great pride in our staff and the job they do. Our goal is 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. As the organizer of a group of 10 or more, you will be our guest and receive a complimentary souvenir t-shirt as well to remember the day.

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

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 all our river trips; rafts and / or inflatable sit on top kayaks (river levels primarily determine which craft will be used), paddles, helmets, pfd's, guides, and transportation to and from the river. For all non-rafting activities, we provide all group equipment necessary for the activity.

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

Cool Weather

- ___ dry clothes
- ___ dry shoes
- ___ towel
- ___ eyeglasses strap
- ___ bathing suit or shorts
- ___ poly blend, lycra, or under armor t-shirt
- ___ polar fleece jacket or wool sweater
- ___ poly blend or wool hat
- ___ poly blend or wool gloves or mittens

Warm Weather

- ___ dry clothes
- ___ dry shoes
- ___ towel
- ___ eyeglasses strap
- ___ bathing suit or shorts
- ___ cotton /polyblend t-shirt
- ___ light nylon jacket
- ___ sunscreen
- ___ bottled water

**** Old sneakers or water shoes or secure sandals or crocs are acceptable footwear. Flip flops or slides are not appropriate footwear due to the high likelihood of them coming off your feet, and therefore are not allowed. Going barefoot is not allowed under any circumstance.**

(Water shoes are available for purchase at our Letchworth State Park location.)

When the weather dictates, wetsuits and wet tops are available to rent. We have phased out the largest adult sizes of neoprene tops in favor of water-proofed nylon splash tops. They are more comfortable and offer better range of motion for your upper body. However, they do not provide as much thermal value so in addition to a poly-blend t-shirt, an under layer of polar fleece, wool, or a heavy polyblend 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 precedes 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 and slides are not allowed. Water shoes are available for purchase on site.
- 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 as well as waterproof phone cases.
- 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 who 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.
- **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.**
- Letchworth State Park charges an entrance fee of \$10.00 per car. 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).

Adventure Calls Outfitters, Inc.
Reservation Policies & Payment Procedures

- Reservations are booked by telephone or via email on a space available basis. 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 required when making a reservation, unless waived by ACO management. Deposits are non-refundable (at the discretions of ACO management), 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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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:

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,

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,

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,

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.

Name of Participant:

Permanent Address:

City

State

Zip Code

_____ -- _____

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)

