

GENERAL INFORMATION / CANCELLATION POLICY

Please call the office to make your reservation early. Spaces are limited and we do sell out quickly.

RESERVATIONS: In order for us to hold your space your total amount is due 21 days before your trip.

If you are a group leader, it will be your responsibility to collect all of the money for your group, and to send it in all together. You may do this in two installments of a 50% deposit due two weeks after you book your group with the additional 50% due no later than 21 days before your trip. If the people in your group are paying individually with a credit card, it is your responsibility to make sure that all payments have been received no later than 21 days prior to your trip date. We appreciate all of the hard work our group organizers put into organizing their trips, and we want to reward you for your efforts by offering you a free trip. Your trip will be free if you book 12 rafters. And for each additional 12 rafters another rafter will go for free. It's our way of saying THANK YOU!

CANCELLATION POLICY: When you make a reservation with Cache Canyon River Trips, we hold your space for you. With this said, we often have to turn other rafters away. Therefore, we will make no exceptions to our reservation and cancellation policy.

Reservations cancelled 21 days or more prior to the date of your trip will be refunded in full. For trips cancelled between 20 and 7 days prior to your trip a credit will be issued for that season. There will be absolutely no refunds or credits for trips cancelled 7 days or less prior to your trip date. You may find a replacement for yourself and/or group. All cancellations must be made in writing 21 days prior to your trip. We are sorry, but we cannot make exceptions for emergencies. Please consider short-term low cost trip insurance which will protect you in case of an emergency.

LIABILITY AND RESPONSIBILITY: Whitewater rafting has inherent risks, as do all water and/or outdoor activities. Cache Canyon River Trips, Inc. assumes no responsibility for our guests, or their personal property while they are enjoying any of our activities. All guests will be required to sign a liability release before the start of the trip. It is your responsibility to know your limits, and to stay within them. If you have any health problems or medical conditions, you should contact a physician before embarking on one of our adventures. Alcohol has adverse affects and impairs judgment; therefore, no alcohol should be consumed prior to, or during your rafting experience.

Weather, fire, water flows, or other conditions may cause us to change your trip times, course, or days. These things are out of our control. If your trip is canceled, we will give you a credit for this year or the following year. No refunds will be given. All instructions will be spoken and written in English. We recommend low cost trip insurance, to cover any accidents and/or lost or damaged personal property.