

POLICIES AND PROCEDURES

Ridge Wilderness Adventures

Individual Bookings:

Booking + Deposit Information

A 50% deposit per person is required in order to secure your program/program date. This deposit is re-fundable, less a 10% booking fee, up to 15 days prior to the program date. Rescheduling must be approved by our office, and notice must be given 14 days prior to the program date.

If a participant is unsuccessful during any of our courses, we do offer a one-time re-take of the course, free of charge during any of our public courses, at the discretion of the instructor. Private make up sessions are available for a fee.

Waivers

Waivers will be required for all participants in order to take part in any of our programs. Waivers can be brought on the day of the course to give to your instructor/guide or they can be sent via email to our office (info@exploreridge.com) For a list of waivers, please visit our website.

Gear, Equipment and Clothing

Participants are required to bring all gear/equipment listed on our gear lists. Please contact the office if you are unable to obtain these items, or if you require rentals.

Duke of Edinburgh Participants: please note that if you arrive without the required gear/equipment you will be sent home and your trip fees are non-refundable. Any participants picked up late from a trip will be charged \$30 for every 30 minutes.

Weather

Ridge runs our trips rain or shine. However, Ridge and their staff reserve the right to postpone or alter any trip if, in our discretion, the weather conditions are deemed "unsafe". If Ridge needs to postpone a trip, we will work with you to find suitable alternate dates that work for both parties.

Behavior

Ridge and its staff reserve the rights to cancel a trip and/or remove a participant if, in the opinion of Ridge and/or it's staff member, the behavior of a participant or participants makes the trip unsafe. This decision is 100% at the discretion of our staff members and no refunds will be provided in this situation. If there is a cost associated with removing the participant(s) due to behavior, that cost will fall to the participants, the parent or guardian, or the organizer. Ridge Wilderness Adventures will not cover these costs.

Medical

14 days prior to the program, please inform Ridge if you or any member of your group have medical conditions, dietary restrictions, allergies, or any significant injuries. If you have any questions about any of these policies, please do not hesitate to ask at the time of booking.

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Ridge Wilderness Adventures

Group Bookings:

Booking + Deposit Information

A 50% deposit per person is required in order to secure your program/program date. This deposit is re-fundable, less a 10% booking fee, up to 30 days prior to the program date. Rescheduling within those 30 days must be approved by our office.

If a participant is unsuccessful during any of our courses, we do offer a one-time re-take of the course, free of charge during any of our public courses, at the discretion of the instructor. Private make up sessions are available for a fee.

Group Numbers:

The booking policy for groups is the same as above. However, **Ridge requires final numbers 14 days prior to the program date**. There is room for a 10% decrease in numbers from your original booking up until 48 hours prior to the program date.

Overnight Group Numbers

Overnight Programs – participant numbers can change up to 30 days prior to the program. At this point, participant numbers are firm and billed accordingly, unless the group numbers increase.

School/Youth Groups:

Youth pricing is discounted and set for youth only and does not apply to groups of 25% or more adults. If your group shows up and there are more than 25% adults in your group, you will be charged the full price for each adult attending the trip.

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Please either sign below indicating that you have read and agree to the policies and procedures and email the form back to info@exploreridge.com OR you may send an email to info@exploreridge.com stating that you "have read and agree to the policies and procedures for Ridge Wilderness Adventures"

Signature _____

Date _____