



## Terms and conditions

Here at Canmore River Adventures Ltd, we love experiencing the mountains with our guests. That's why we keep our terms and conditions real simple.

## Reservations

Reservations can be made in advance or on the day either by booking online or by contacting our office.

Canmore office: 1-403-981-4544

Toll free in North America: 1-844-621-7238

Online: [www.CanmoreRiverAdventures.com](http://www.CanmoreRiverAdventures.com)

Email: [raft@canmoreriveradventures.com](mailto:raft@canmoreriveradventures.com)

We happily welcome walk ins on any of our daily tour departures. If you see us at the river's edge and we have available seating capacity you are welcome to join.

## Payment

All reservations require full payment at the time of booking. We accept MasterCard, Visa, and American Express.

We also accept cash or debit transactions however you must make arrangements with our office to pay the full balance of your tour prior to departure. Our office is located above Sports Experts at 202 - 1080 Railway Avenue, Canmore, AB, T1W 1P4.

Your reservation is not confirmed until payment has been received in full. For guests wishing to pay for their tour in cash with US dollars, we will accept US currency at par. We reserve the right to withdraw this offer, with immediate effect, at our discretion.

## Confirmation of your tour

Once your booking has been received, you will be sent an order confirmation via email. Please check the details of this order carefully and call our office if you have any questions.

## Complimentary Canmore shuttle

Our complimentary Canmore shuttle is designed with your convenience in mind. You are most welcome to request a complimentary pick up and drop off from your Canmore hotel. Logistically, this offer is for a select list of Canmore hotels only. Here's how it works:

Lets say you have reserved 4 seats for the 9am Canmore Float Tour. Your email confirmation asks that you are ready at the front of your hotel 15 minutes before your tour. In this example that is 8:45am.

Your estimated pick up time is between 8:45am and 9am. This is due to the number of other hotels that we may be picking up from. Your patience is greatly appreciated as we provide this complimentary service.

### **Cancellation for Canmore Float Tours**

We offer a 24 hour cancellation policy on our Canmore Float Tours.

Cancellations within 24 hours of the tour date/time cannot be refunded.  
Cancellations received 24 hours or more prior to the tour date/time are eligible to reschedule (dependant upon availability within the season of the original reservation) or receive a full refund.

For groups of 8 or more and VIP Experiences, we offer a 7 day cancellation policy on our Canmore Float Tours.

Cancellations within 7 days of the tour date/time cannot be refunded.  
Cancellations received 7 days or more prior to the tour date/time are eligible to reschedule (dependant upon availability within the season of the original reservation) or receive a full refund.

In the rare event that Canmore River Adventures Ltd cancels the tour, we will do everything we can to reschedule your reservation. If this does not work with your plans, we will happily offer a full refund.

Since mountain weather can change so quickly, please be aware that our tours depart come rain or shine.

### **Packages and activities from other providers**

To bring you some of the very best activity packages for your adventures, we work in conjunction with some of the best activity providers in the area.

Please be advised that not all activities in the package are provided by Canmore River Adventures Ltd. Due to the increased time associated with scheduling packages and additional activities, all packages and additional activities are subject to a minimum of a 48 hour cancellation policy; 7 day cancellation policy for groups of 8 or more; and some ticket items may be non-refundable at the time of purchase.

All cancellation policies are clearly detailed on the tour reservation page.

### **Liability**

While we take every precaution possible to ensure your safety with us, we do require every participant on our tours to complete and sign our waiver.

Minors, under the age of 18 in Alberta, must have an adult or legal guardian sign for them. All minors must be accompanied by an adult.

### **Equipment**

Canmore River Adventures Ltd provides all necessary equipment for guests. Every guest is required to wear one of our PFDs (Personal Floatation Devices) while on the river.

### **Medical conditions (including pregnancy)**

It is the responsibility of each guest to determine their medical fitness for the activities provided by Canmore River Adventures Ltd. It is advised that each guest consult with a medical practitioner to determine their medical fitness should there be any existing medical conditions, including pregnancy. In the interests of safety, guests with an existing medical condition, including pregnancy, are required to inform their guide of their condition, including any prescription medication they are carrying with them.