PHYSICAL PREPARATION

Nature Nicole Whitewater LLC (NNWW) classes and courses are active and sometimes strenuous. It is the guest’s responsibility to understand the physical requirements of the trip and to represent to us that you are physically capable of participation. You understand your own health and medical conditions, so we will rely on you to provide accurate information on your registration forms. If you have any medical conditions that might impact your ability to safely participate, we encourage you to see your doctor for clearance before you book your trip.

FOOD ALLERGIES

If your course includes meals, we need to know as soon as possible about any dietary restrictions, especially allergies. If you have food allergies or restrictions, we will do our best to accommodate your needs. However, people with severe food allergies may need to supply their own food to ensure there is no cross contamination.

PERMITTS

Nature Nicole Whitewater is a licensed Outfitter Guide with the Oregon State Marine Board. Instructors hold certifications with the American Canoe Association (ACA), the International Rafting Federation (IRF). Instructors maintain current Wilderness First Responder (WFR) certification through NOLS, Food Handlers License(s) with the State of Oregon, and valid driver’s license(s) with the DMV.

ANTI DISCRIMINATION

Nature Nicole Whitewater LLC is an equal opportunity business. In accordance with federal law and U.S. Department of Agriculture policy, NNWW is prohibited from discriminating against any person based on race, color, sex, national origin, age, or disability or by curtailing or refusing to furnish accommodations, facilities, services, or use privileges offered to the public generally. In addition, NNWW shall comply with the provisions of Title VI of the Civil Rights Act of 1964 as amended, Section 504 of the Rehabilitation Act of 1973, as amended, Title IX of the Education Amendments Act of 1972, as amended, and the Age Discrimination Act of 1975, as amended.

To file a complaint of discrimination:

USDA, Director, Office of Civil Rights,

Room 326-W, Whitten Building, 1400 Independence Ave., SW,

Washington, D.C. 20250-9410 or call (202) 720-5964

CANCELLATIONS

Classes and courses have a limited number of participants to ensure quality and when we process your booking, we are turning others away. If you must cancel your booking, please notify us as soon as possible. Please phone first, but we also need a written notice containing the date, the date and name of the booking you are cancelling, and your name and (electronic) signature. The cancellation penalty can range up to 100% of the class or course cost, depending on when you cancel and which course fees have already been paid on your behalf. In general, cancellation notices received one month before your class or course are eligible for a full refund with the exception of the Swiftwater Rescue IV course. Cancellations received between one month and one week from the date of your class or course are eligible for a 50% refund with the exception of the Swiftwater Rescue IV course. Cancellations received less than 7 days before a class or course will not be refunded, but the class or course fee may be transferred towards a future class or course at Nature Nicole Whitewater’s discretion. No shows and cancellations occurring within 24 hours of the class or course start time will not be eligible for any amount of refund or transfer, ever.

MEDICAL

Please visit the “About” page to view the Essential Eligibility Criteria. Weight restrictions may apply, particularly during periods of high water when the probabilities for non-voluntary swims are increased. More strenuous trips with higher rated rapids require higher levels of physical fitness. People who are obese, pregnant, have heart trouble or other medical conditions should have their physician’s approval in writing before booking. People with alternate abilities are welcome, pending an advance discussion of all special requirements. The instructor has the right to disqualify a guest at any time, if she or he feels the guest is physically or mentally incapable of participation or if the guest continuing on the trip will jeopardize their own safety or the safety of the group. Refunds are not available under such circumstances.

TRAVEL PROTECTION

Although we take every precaution to avoid evacuations and cancellations, we strongly recommend that you protect yourself, your belongings, and your vacation through the purchase of a third-party travel protection plan that includes trip cancellation and interruption coverage, baggage loss protection, emergency medical and emergency medical evacuation coverage. Participants should understand that in the event of illness or injury on a river trip, evacuation will be prolonged, difficult, and expensive. Baggage and cameras are carried entirely at the owner’s risk, and we accept no responsibility for lost, damaged or delayed property.

FORMS

All participants are required to complete and sign their registration forms including the Liability Waiver and the Health & Wellness Form before the trip, acknowledging awareness and acceptance of risks associated with adventure travel.

ACCEPTANCE OF RESPONSIBILITY

Payment of your deposit represents your acceptance of the following conditions: Nature Nicole Whitewater LLC., its subsidiaries and cooperating agencies act only in the capacity of agents for the participants in all matters relating to transportation and/or all other related travel services, and assume no responsibility for injury, loss or damage to person or property, however caused, in connection with any service, including, but not limited to that resulting directly or indirectly from acts of God, detention, annoyance, delays and expenses arising from quarantine, strikes, theft, pilferage, force majeure, failure of any means of conveyance to arrive or depart as scheduled, civil disturbances, government restrictions or regulations, and discrepancies or changes in transit over which we have no control. Reasonable changes in itinerary may be made where deemed advisable for the safety of participants, including cancellation due to water fluctuation, insufficient bookings, and other factors. Prices and dates are subject to change without notice.

Nature Nicole Whitewater LLC instruction occurs on rivers where unpredictable environmental conditions are the norm. To avoid danger to guests and instructors, all guests must obey the rules and regulations as determined by state and federal managing agencies. We reserve the right to remove any guest from a trip if that guest’s actions or behaviors pose a threat to the safety of her/himself or others, or if those actions or behaviors compromise the enjoyment of the class or course for other guests. Should a guest be asked to leave a trip, there will be no refund for the unused portion, nor will we be responsible for additional expenses incurred by the guest for accommodations, return transport, etc.

TIP

Our instructors work diligently to provide an excellent learning experience. They appreciate whatever feedback you care to give them, including a gratuity if you so desire. Standard service industry gratuities of 15% to 20% for a job well done are common.

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