



CANCELLATION POLICY

Once you have booked your Trip or Adventure with us and the dates have been approved, a 50% deposit of the total Trip or Adventure cost will be required to secure your scheduled date(s) on our calendar. Once the deposit has been paid, we will be committed to preparing for your Adventure. All trips are required to be PAID IN FULL three days prior and will be billed to the credit card on file.

OUR CANCELLATION POLICY IS AS FOLLOWS:

All trips or adventures depart snow, rain or shine. **Heavy Snow Storms, High Winds, Electrical Storms, High Water Levels** or certain uncontrollable circumstances such as **Illness, Accidents** or **death in the family** are the sole exceptions at the discretion of GRO.

If Great River Outfitters cancels your trip or adventure due to hazards, unsafe weather or water conditions or any other reasons beyond our control, guests will receive full credit towards a future trip or adventure. As an Outfitter we monitor the weather in our area extremely close for your safety.

If you cancel at least **7 days** before your trip, you'll get back your entire deposit minus a \$20 administration fee.

If you cancel **3-6 days** before your trip, you'll get half your deposit back (or a \$20 administration fee which ever is greater).

If you cancel the **day before or the day of your trip**, or **fail to show up at all** for a trip, you will be charged for the entire balance of the trip.

**As always, you may reach our representatives during our regular business hours:
802-674-9933**

LARGE GROUP CANCELLATION

Large Groups of 20 people or more requires a cancellation 14 Days prior to your scheduled trip for a full refund minus a \$20 cancellation fee. If you cancel within 7 days prior to your trip 50% of your deposit will be refunded. Under 7 days no refund is given.

ADDITIONAL FEES MAY APPLY

If you make a reservation for our Float Trips and Fat Tire Bikes we offer different length trips based on distance and time for these specifically. Please adhere to the time and distance of the trip you signed up for. Should you go over the time allowance, it is at the discretion of GRO to charge you/ your group additional fees per 1/2 hour increment.

Large Groups/ Festivals - Additional transportation fees may apply.