



General Information and Policies

Steel City Outdoor Adventures, LLC. is happy to announce this year's tour schedule. Hopefully, the trips we have planned will provide an opportunity for you to participate with us in a Steel City Outdoor Adventures, LLC. experience!

Application Procedure and Refund Policy:

Steel City Outdoor Adventures, LLC. operates on a first-come, first-served basis. We urge you to fill out and return the appropriate Application and Acknowledgement of Risks forms/Release of Liability, along with the specified NON-REFUNDABLE deposit, as soon as possible to ensure your place on the trip you prefer.

We are trying to be fair in the way we price our trips. We have had to establish a policy of making deposits non-refundable. Nor will there be any financial compensation, once a trip has started, should a participant fail to complete the trip.

No refund will be given for the following:

- Participant's late arrival for a trip
- If a participant leaves a trip for any reason after the trip start date
- Food, services, or overnight lodging for which a participant paid but did not use, once a trip has started
- Dissatisfaction with the weather or road conditions

Steel City Outdoor Adventures, LLC reserves the right to cancel or combine trips. If this results in a revised departure date unacceptable to a participant, the participant's tour fees will be refunded or transferred without a transfer fee.

In order to maintain reasonable tour prices, Steel City Outdoor Adventures, LLC will not make exceptions to this cancellation and transfer policy. Please consider travel insurance (outlined below) to cover any risk of your inability to attend the tour.

IMPORTANT NOTE: Avoid purchasing non-refundable travel tickets before receiving confirmation through Steel City Outdoor Adventures, LLC that your tour departure is a "go" 60 days prior to the trip start date. Steel City Outdoor Adventures, LLC is not responsible for any travel costs or cancellation fees related to your getting to/from the start/end points of the tour.

Travel Insurance

Steel City Outdoor Adventures, LLC sincerely wishes for every trip participant to attend and complete the tour of their choice. In an effort to plan for unexpected personal emergencies, health issues, weather, and transportation problems that might cause you to cancel or shorten your trip, travel insurance is strongly advised. Steel City Outdoor Adventures, LLC recommends that you protect your travel investment with an inexpensive Travel Protection Plan (For a quote or to enroll <http://www.silentportsinsurance.com/iTravel.aspx>).

PLEASE NOTE THE FOLLOWING INFORMATION RELATED TO INSURANCE COVERAGE AND RELEASE AGREEMENT.

Insurance Information:

As a participant, you are responsible for ALL medical and medically related expenses incurred as a result of participating with Steel City Outdoor Adventures, LLC.. You are discouraged from participating with Steel City Outdoor Adventures, LLC. if you do not have FULL medical coverage. Simply stated, you need to know that ambulance expenses (air or ground), emergency room expenses, all hospital expenses, outpatient expenses, doctor expenses, recovery expenses, and the multiple hidden expenses, will be fully your responsibility.

Release Agreement Information:

The enclosed AGREEMENT FOR USE OF EQUIPMENT, ACKNOWLEDGEMENT OF RISKS, ASSUMPTION OF RISK, RESPONSIBILITY AND RELEASE OF LIABILITY form sounds hard-core, and it is. At one point in time, release forms did not hold as much authority as they do today. Steel City Outdoor Adventures, LLC. wants to maintain one of the most enviable cycling/tour safety records in the industry. Our record is the result of high standards, fortunate circumstances, and much prayer!

STEEL CITY OUTDOOR ADVENTURES, LLC. POLICIES

The spirit of Steel City Outdoor Adventures, LLC. policies is to guarantee, as much as possible, your personal SAFETY. We insist on the following:

1. For all biking activities:

- All upper body garments must be **BRIGHT**. Prior to the introduction of the fluorescent yellows, limes, and oranges, **WHITE** was the most consistently visible color. Your safety is greatly enhanced by wearing **BRIGHT** clothing. The earlier traffic can see you, the better traffic can adjust to you. **BRIGHT** to us means neon fluorescent or **WHITE** garments. The **BRIGHT** or **WHITE** portion of the upper garment should cover 3/4 or more of the garment. You will have to be patient with us if we feel your upper body clothing is not in the spirit of our policy. We will ask you to change the garment.
- Riders are responsible for their own bike maintenance.
- Steel City Outdoor Adventures, LLC. Requires that **all Participants wear a helmet** and seek instruction from staff in the safe operation of the Equipment. Under Pennsylvania State Law, Steel City Outdoor Adventures, LLC requires Participants 12 years of age and under to wear a helmet.
- We strongly suggest **WHITE** helmets, although white is not required. If not white, add brightness to the helmet with tape, decals, etc. The helmet is the highest point on your body.
- We strongly recommend a rear view **MIRROR** and can offer suggestions.
- Riding with traffic is a balancing act. You need to be very visible. You need to create minimal aggravation, staying as far right as is reasonable, basically on the shoulder or on the white line.

2. For all activities lead by Steel City Outdoor Adventures, LLC. we requires that all Participants stay within voice and sight of the Steel City Outdoor Adventures, LLC. staff person or group volunteer.

3. For all water activities: Steel City Outdoor Adventures, LLC. Requires that all Participants wear a state legal personal flotation device (Life Jacket).

4. If Steel City Outdoor Adventures, LLC. is working with another organization to facilitate your adventure and that organization has their own release/waiver, we requires that all Participants properly complete said release/waiver in addition to the Steel City Outdoor Adventures, LLC release/waiver.

5. For all rafting trips:

Rafting Cancellation Policy:

- Rafting trips run regardless of the weather with the exception of weather conditions deemed dangerous by the facility staff. Dangerous conditions include but are not limited to electrical storms, high winds, extremely cold temperatures and other severe weather conditions.
- Should severe weather conditions occur within the first hour of your trip, the trip may be delayed or rescheduled.
- Severe conditions occurring within the first hour will result in a delay and we will attempt to complete the full duration of your trip.
- If the severe weather occurs during the last 30 minutes of your scheduled trip, it will be considered a full trip.
- Sorry, refunds or rain checks are not offered for weather related events.
- For rafting adventure there is a \$30 per person cancellation fee after (Date 30 days prior).
- Cancellations and changes in the numbers and times within 7 business days of the event will be charged full price.

What to wear Rafting:

- Swimsuit / Shorts / Shirt, windbreaker, sunscreen, sunglasses with retainer strap (recommend inexpensive sunglasses), tennis or water shoes *** Must Be Closed Toe *** - No Crocs, Wetsuits & Splash Jackets may be rented with booties for \$14.
- Bring change of dry clothes, towel, toiletries and shoes for when you complete your river trip. Showers, changing rooms and secure lockers are available at the rafting facility.
- Paddling Gear: All rafters are provided with a helmet, paddle and a lifejacket (Personal Flotation Device, PDF)
- Rafting date/time slot, park shelter and bus can not be confirmed until the deposit is paid.
- In the event that we are not able to confirm the requested date and times for the rafting, shelter and transportation we will notify you within 3 days to discuss alternate dates

Hopefully, none of the above data will discourage you from adventuring with us!