

# Friends of the Chicago River



**Basic Canoe Trip Policies** We keep them short and sweet, they're easier to remember that way!

Participants must be age 5 & up; children under 18 years of age must be accompanied by an adult.

Pets are not allowed.

Alcohol is not allowed.

Please note that end times for canoe trips are best estimates; trip durations may vary depending on current, wind, and skill level of the group.

**Canoe Trip Cancellation Policy** No one likes a quitter, but sometimes things do come up...

## **If you cancel your reservation**

A client may cancel his or her reservation and receive a full refund if the cancellation is made prior to the Monday before the tour. No refunds will be given after that time.

## **If Friends of the Chicago River (Friends) cancels the canoe trip**

Friends reserves the right to cancel any trip for safety reasons. A canoe trip might be cancelled if there is a 50% or greater chance of thunderstorms with lightning. Friends will contact you at the number(s) provided during registration if a cancellation occurs. Other circumstances include high water levels or bacteria counts.

Since many of the costs associated with organizing canoe events are incurred whether or not the canoe event is actually held, Friends of the Chicago River does not offer refunds for canceled canoe trips. Friends will try to give you as much notice as possible when we are going to cancel a canoe trip, but canoe trips can be cancelled up until the hour of the trip's start time.

When possible, Friends will reschedule a cancelled trip. If Friends must cancel a canoe trip, we offer three options for the use of your trip fee:

1. The fee can be applied to another trip on our schedule.
2. The fee can be applied to a rain date to be determined within one week of the cancelled trip.
3. The fee can be applied as a general tax deductible donation to Friends of the Chicago River.

We appreciate your understanding in this matter.