

CUSTOMER NOTICES

1. Anyone displaying symptoms of any illness is not permitted to enter our facility. If you don't feel well, please stay home, and, when in doubt, get tested.
2. If you live in a household with someone who has COVID-19, or is showing symptoms of COVID-19, please do not come to our facility.
3. If you have travelled outside of Canada, you must self-isolate for a minimum of 14 days before you are permitted at our facility.
4. Online or phone bookings and payments are preferred. For payments required at the trip time, touchless credit and debit card transactions are preferred.
5. You are required to sign a declaration of health before starting the trip.
6. Should you or someone in your group test positive for Covid-19 after the trip and within 14 days, you must agree to inform our company. The company will inform you and your group if someone that you may have been in contact with during your rafting trip tests positive for Covid-19.
7. **PHYSICAL DISTANCING IS REQUIRED:** groups who have not booked, travelled and arrived together at our facility must maintain a minimum of 2 M/ 6ft distance between them. Failure to observe physical distancing risks closure of the company, and as such, you may be asked to leave the premises and be suspended from future trips.
8. Following the recommendations of Health Canada, we require all customers to wear a non medical face mask or face covering at any time 2m/6ft physical distancing cannot be maintained, such as in the changing rooms, in shuttle vehicles and in mixed groups on the rafts. We ask that you bring your own face covering to use
9. Although we clean surfaces between guests, we recommend that you bring hand sanitizer and use it every time you touch a surface in our facility (doors, doorknobs, seats, railings).
10. We are not providing water and are unable to fill water bottles.
11. Do not handle each other's paddles, helmets, PFDs or wetsuits.
12. The washrooms on-site are open and disinfected frequently (Showers are not currently available)

CHECK-IN PROTOCOLS

1. For payment required at the facility, a touchless payment terminal will be used
2. PRACTICE PHYSICAL DISTANCING between other groups and our employees.
3. You will be asked if you have returned from travel outside of Canada within the last 14 days. If you have, you will be asked to leave the property immediately.
4. Use PHYSICAL DISTANCING or PPE when signing paper waivers. Our check in desk is distanced 6 feet between guest and employee.
5. Please do not arrive at the rafting facility earlier than necessary.
6. If entry into a facility by opening and closing a door, please use the sanitizer stations provided.
7. Everyone is encouraged to frequently wash hands and use hand sanitizer when necessary

When you arrive at our rafting base there will be someone directing you for parking.

Please arrive 30 minutes before your scheduled trip departure. It is important that you arrive on time.

To check in for your trip, follow the signage to the check-in desk. Please do not come into the reservations office unless asked to by a member of our staff. You will be able to check in and sign the waiver at the window. If there are a group of people at the window, please stand back and practice social distancing until it is your turn. Our reservations team will then direct your further and give you detailed instructions on what to do next.

CUSTOMER ADHERENCE

Customers not in compliance with these policies will be asked to immediately leave the premises, and may be suspended from participation in future trips.

