



## Explore Niagara NY, LLC. Tours Policies, Rentals, Terms & Conditions

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**Bookings:** Tours and equipment are sold and rented on a first-come, first-served basis.

**Payment:** Activities and Rentals must be prepaid at time of booking.

**Cancellation & Refund Policy:** Because tours and rental equipment are booked well in advance, and typically are unable to be rebooked on short notice, refunds are as follows: 100% refund at least 10 days prior to the activity, tour or rental start time, 50% refund within 10 days of activity, no refund or credits for cancellations within 24 hours of the activity. No refunds for no-shows. If Explore Niagara NY, LLC cancels at any time due to weather, conflicts, etc., a 100% refund will be given.

**Participant Responsibilities:** To help keep the experience safe and enjoyable for everyone, participants agree to: Arrive on time and ready for the activity, follow all guide instructions, including staying on marked trails and respecting wildlife. Keep noise to a reasonable level and respect other hikers. Participants must pack out all trash as there are no trash cans in the Niagara Gorge. Use equipment responsibly and return it in the same condition as received. Notify the guide immediately if you feel sick or unsafe at any point.

**Clothing, Footwear & Gear:** Closed-toed shoes are required for all activities and tours. No open-toed shoes, sandals, flip flops, Crocs, etc. Trails can be wet, muddy, rough, uneven and rocky. Dress appropriately for weather conditions, including heat, rain, wind, etc. Bring umbrellas, hats, gloves, sunscreen, extra drinks, snacks, medication in a daypack.

**Weather:** The tour guide makes the final determination if the tour can safely continue as planned based on weather conditions. Activities will take place in drizzle, light rain, cold or windy conditions. It is best to be prepared for all hiking conditions. Refunds will not be given for participants deciding not to participate.

**Guide Provides:** Your guide will provide each participant with a bottle of water, carries a first aid kit and other safety items required by NY State Guide requirements.

**Alternate Routes:** Safe access to trails, roads, the gorge and waterways can change quickly due to weather, park maintenance, dangerous trail conditions, etc. The guide can make changes to the activity without recourse from the customer.

**Rescue:** Individuals who require medical assistance, rescue services, etc. are responsible for paying all related and associated fees.

**Equipment Use and Rental Items:** Rental times are strictly enforced. Rentals that go over the time limit will be charged 25% of the total rental on a per hour basis. All equipment requires a credit card for a security deposit. Deposits will be returned within 48 hours of the item's return. Lost, stolen or damaged equipment will be charged the full retail repair or replacement cost of the item. Equipment must be returned in the condition it was received. Any extra cleaning will be taken from the security deposit and billed at \$35 per hour.

**E-Bikes:** Participants must be able to ride and manage a 70lb e-bike. This includes balancing, peddling, shifting gears, use of throttle, hand brakes, etc. If the guide believes the participant is not qualified to safely handle the e-bike, the guide can cancel the tour and a 50% refund per participant will be given.

**Waiver and Liability:** Participants are required to sign a liability waiver prior to participation.

**We can't wait to explore with you!**