

HELPFUL HINTS FOR GROUP ORGANIZERS

Organizers of group whitewater rafting trips have the satisfaction of seeing their efforts result in a shared adventure of fun and excitement for their group members. A little extra planning and preparation by the group organizer can go a long way toward solving problems before they occur. Here's some tips:

...TIMING IS EVERYTHING....

As soon as you have a date in mind, please give us a call. Weekend trips fill up early in the season. Advance planning will help you get the trip of your choice. We'd rather give you the personalized attention you deserve before the rush for our limited spaces is on. If you need guidance or detailed information the information line is staffed by more experienced personnel with convenient access to information. resources. We're often asked *when do I need to make my reservation?* Do the best you can, some days surprise us and don't fill up till the week before the trip and others are full 6 months in advance usually a couple of months in advance will work.

...MONEY MATTERS....

A \$15 per person deposit/processing fee will hold your reservation. This deposit is due within 10 days of your phone reservation. The full balance is due 30 days prior to the trip date. Please write the date of your trip and total number of persons on your check. If you have to cancel, we have a variable refund, which depends on how much advance notice you are able to give us. With 30 days notice--full refund minus processing fee, up to 7 days notice -- 50% refund, less than 7 days notice -- no refund, with more than 24 hours notice a partial credit may be possible, call us. A \$10 processing fee will be charged for each person who cancels or reschedules. Suggestions: Send us money after you have received it from your group, not before. Additions may be made as long as we still have space, but cancellations are costly. Try to use reasonable estimates when you call in your reservation. Make sure your group members are aware of our cancellation policy, and use only accurate counts within 30 days of the trip date.

...WHO'S ON FIRST....

Please help us to avoid confusion. Do not allow members of your group to call our office directly to make changes in your reservation. In order to receive group rates and complimentary trips, one person must make all arrangements, reservations, and payments for that group. Please let us know of any changes affecting your reservation as soon as they occur. Having an accurate count helps us to be prepared.

...THE RIGHT PLACE AT THE RIGHT TIME...

If your group will be traveling in separate vehicles, give each driver a map with directions to our meeting place as well as our phone number. It's a good idea for everyone to know they're rafting with Cherokee Adventures, the name of the river they will be rafting on, arrival time, and the name the reservation was made in. If you're lost or running late, it's best to stop and call us (423-743-7733). It is expected that you will be at your meeting place by your arrival time, dressed and ready to raft. Please have all your group come directly to the assembly area for their orientation. On the Nolichucky it's the deck-see map of the grounds.

...FORM AND FUNCTION....

All rafting companies require that each participant sign a waiver of liability form prior to their trip. If you are bringing minors without their parents you will have to get our waivers signed by both parents before they leave home. Your standard release form is not acceptable, we must have our form completed. A completed reservation form and full payment is necessary to confirm your trip. If you're running behind, Fax it to us! (423-743-5400.)

....DRESS FOR SUCCESS....

On warm days, shorts or swimsuit, T-shirt, and tennis shoes are best, sunscreen is a good idea. For cooler days, wear layers, wool, polypropylene or pile clothing are the best other synthetics will work. We provide paddle jacket and pants for the cooler days. Wool socks and a wool cap are essential for Spring trips and helpful on the occasional cool or rainy day. CAUTION: cotton jeans, sweatshirts, etc. when wet, actually rob your body of heat. Don't wear cotton on cool days on the river. If some members of your group can't find or borrow appropriate clothing, a limited number of wetsuits are available for rental at our Nolichucky outpost. Wetsuits must be picked up 1/2 hour prior to your arrival time. Be sure everyone knows to bring an old pair of tennis shoes to wear. Sandals, strapless shoes and aqua socks are not appropriate on the river. AFTER THE TRIP -- Everyone will want to have a change of clothes and shoes, and a towel. A plastic or water-resistant bag is good to take wet clothes home in (garbage bags work).

....NO SURPRISES....

Give everyone one of our brochures! This makes your job easier and ours too. You can avoid unwanted surprises by making sure everyone knows what to expect.

For example:

- Everyone will get wet
- Everyone will be expected to help paddle
- Trips go rain or shine (you're going to get wet anyway!)
- We reserve the right to transfer trips to other rivers in the event of unsuitable water levels
- Half-day trips last 3 to 5 hours, all day trips usually last 6 to 8 hours and include lunch
- On the Upper Nolichucky there is a guide in each raft: On the Lower Nolichucky, Watauga and French Broad Rivers guides will accompany each trip-some guests will get to guide their own rafts.
- Funyak and raft trips are normally combined to increase your group's options and safety. Try a Funyak! Each person paddles his or her own Funyak "follow the leader" style with the careful supervision of our guides. If you know what type of craft you prefer, request it.
- Absolutely no alcohol or drugs before the trip. Cherokee Adventures will, without refund, refuse intoxicated persons.

....EXTRAS AT OUR NOLICHUCKY BASECAMP....

- The area has lots to offer. For convenience consider camping the night before or after your trip, or try one of our overnight getaway packages. Primitive camping and bunkhouses are available.
- Our short introductory Ropes Course can help you develop communication and teamwork. It's a good way to fill in a couple of hours the night before your trip.
- We'll be happy to cater for your group. Ask for our menu, reservations are needed.
- Consider a Hayride and Bonfire after your trip.
- Mementos of your day in the form of videos and slides are available after the trip, when there is sufficient interest, and always T-shirts and hats.
- In case you forget, we have eyeglass restrainers, sunscreen, aloe and bug spray.

....PARTING SHOT....

We want to make every effort to ensure your group the very best raft trip possible. Keep in touch--let us know how we can help you every step of the way. THANK YOU!

GROUP ORGANIZER'S CHECKLIST

Rafting should be fun even for the group leader use this checklist to avoid oversights!

PAPER STUFF

1. ____ Check available dates and times
2. ____ Put up poster
3. ____ Estimate number of folks
4. ____ Make reservation & request brochures & waiver for minors
5. ____ Arrange lodging and/or food
6. ____ Explain cancellation policy to all participants & parents
7. ____ Dietary/medical restrictions discussed and noted
8. ____ Collect money & get names and addresses
9. ____ Mail deposit ____/____/____
10. ____ Send final payment, ____/____/____ with reservation form, and waivers for minors
11. ____ Be aware of regional weather conditions

REMEMBER!!!!

- *Does everyone have a brochure?
- *Does everyone know what to expect? (trip length, level of difficulty, paddling is required, trips run rain or shine-you get **wet** either way)
- *In case everyone is curious ...our famous smorgasbord lunch included on all full day trips offers : pit cooked BBQ, pasta salad, cole slaw, baked beans, beef & bean burritos, chips & salsa, assorted meats & cheeses, peanut butter & jelly and cookies! In cool weather we also serve hot soup.
- *Do all drivers in separate cars have directions and a map?
Arrival time? Reservation name? CA phone #?
- *Does everyone know what to wear? Also to bring dry clothes, shoes, towel, toiletries, etc. (a plastic garbage bag is great for stashing wet clothes!)
- *Do campers know what personal gear to bring? (Sleeping bag, pillow, flashlight, etc)
- *Does everyone know that t-shirts & snacks are available after the trip?

Now...Sit down & hold on for your Cherokee Adventure