

ADVENTURE EXPLORATIONS POLICY PORTAL

PET POLICY

Service animals are permitted on trips. Adventure Explorations is not responsible for any harm, injury or loss of any service animals that may occur during the experience. If a service animal is joining please inform the Concierge team upon booking.

All other pets including emotional support animals are not permitted on any Adventure Explorations trips.

GIFT CERTIFICATE POLICY

Your use of this gift card constitutes acceptance of these terms:

This gift card may be applied toward any purchase made at any Adventure Explorations locations. This gift card is not exchangeable for cash. After 2 years of non-use the card will be cancelled, and any remaining balance will not be returned.

CANCELLATION POLICY

For Private Experience:

Payments are refundable if cancellation is received no less than fourteen (14) days prior to the reservation date. Inside 14-8 Days from start time, a 50% refund will be provided. If you cancel your reservation within 7 days of the reservation, you will not receive your payment back. Reservations proceed regardless of weather conditions, with exception as directed by your guide. We reserve the right to cancel in the event of unsafe conditions or other circumstances beyond our control. If Adventure Explorations cancels your reservation, your payment will be refunded or applied to a future date that is mutually acceptable.

For Open Experiences:

Payments are fully refundable if cancellation 48 hours prior to the availability start time. If you cancel your reservation within 48 hours of the reservation, you will not receive your payment back. Reservations proceed regardless of weather conditions, with exception by your guide. We reserve the right to cancel in the event of unsafe conditions or other circumstances beyond our control. If we cancel your reservation, your payment will be refunded or applied to a future date that is mutually acceptable.

Payment Policy

Payment must be made in full upon booking to guarantee your reservation. A 3% processing fee is applied to all booking.

If you want to complete your booking by cash or check, you must book through our Concierge team. A credit card is required to hold your reservation and payment must be made in full at the start of your experience.

EQUIPMENT DAMAGE POLICY

If company property to include building, vehicles, equipment is damaged, lost, or destroyed, due to negligence, improper use or intentionally the customer will be subject to the full cost to fix or replace the damaged item plus a 20% restocking fee.

ALCOHOL/DRUG POLICY

Adventure Explorations reserves the right to refuse service to any guest under the influence of any legal or illegal substances. Guests are not permitted to be under the influence or consume any alcohol or drugs during any Adventure Explorations experiences.

AGE POLICY

Guest under 18 years of age must have a parental figure present for the duration of any Adventure Explorations experience.

Guests under the age of 4 must be unaccompanied by a legal guardian.

Paddling guest must be over the age of eight to paddle their own watercraft.

Sporting Clays adventure are limited to those 13 years of age or older.

Please contact the Concierge team if you have any questions.

All policies are subject to change without notice.

SAFETY POLICY

(888)-ADV-EXPL
Info@adventureexplorations.com
www.adventureexplorations.com



101 Front Street, Suite 1
POB 624,
Boiling Springs PA. 17007

Explorations reserves the right to end any experience or refuse service based on safety including but not limited to:

- Weather
- Water levels
- Guest behavior
- Preexisting medical conditions
- Guest ability

VIDEO/PHOTO POLICY

Adventure Explorations holds perpetually, exclusive, rights for all media throughout the world (including print, nontheatrical, home video, CD-ROM, internet, and any other electronic medium presently in existence or invented in the future), the right to use and incorporate (alone or together with other materials), in whole or in part, photographs, videotapes and/or other recordings taken or made of Participant as a result of the Participant's participation in the Activities.

PERSONAL EQUIPMENT POLICY

Personal item including but not limited to vehicle, phones, clothing, equipment are the responsibility of the guest. Adventure Explorations is not liable for any loss, of damage of these items before, during or after the activities.

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