

## Clavey Paddlesports

### Frequently Asked Questions About Our Kayak Tours and Kayak Classes

After making a reservation with us, you will receive an e-mail with detailed instructions on where we meet, what to bring and other information. Below are answers to some of the most common questions we encounter. As always, please feel free to contact us if you have any other questions or need more information.

#### What is your reservation/cancellation policy ?

- Your space is not confirmed until we have received payment in full.
- If you find it necessary to change the date of your tour, a \$10.00 fee will be charged.
- Sorry, there are no refunds or credits for no shows, late arrivals or cancellations made within 2 weeks of the tour or class. If you cannot participate we encourage you to find a friend or family member to take your place and please advise us of this change.
- You will be asked to sign an assumption of risk and liability release prior to participating in any class or tour. This is a requirement for our insurance carrier; participants may not join a class or tour without a signed form.
- We reserve the right to cancel or curtail a trip due to weather conditions or other conditions out of our control. In this case, we do our best to provide you with another suitable date, issue a credit or refund.

**Note:** Pre-registration is required for all classes/tours. We can take a reservation up to 4:00 PM the day before the class/tour if space is available. Unfortunately, we usually cannot accommodate reservations the morning of the class/tour.

#### What is the minimum age for kayak tours?

- **Our minimum age and weight for all tours and classes is 13 years old and weighing at least 100 lbs.** We want everyone on our trips to have a safe enjoyable time. Kids need to be able to contribute to paddling, and have a maturity level appropriate for 3-4 hours on the water.
- **Please do not book a space for your child unless they meet our age/weight requirements. Our staff reserves the right to refuse participation to clients that do not meet this criteria. Refunds are not issued in this case.**

#### What types of boats and gear do you supply for your kayak tours & classes?

- For our kayak tours we provide two-seater tandem sit-inside type of kayaks. These boats are designed specifically for tours. They're safe, very stable, comfortable and easy to paddle.
- You must be able to fit in the cockpit of this kayak that measures 35" long x 17" wide. Please contact us if you have any concerns about being able to fit in our kayaks.
- The total weight capacity for this kayak is 600 lbs.
- These kayaks also have watertight compartments to store extras in.
- We also use a nylon "skirt" that you'll wear that keeps your seating area (mostly) dry.

- In addition to boats and paddles, we provide a US Coast Guard approved life jacket and require everyone to wear it.
- We also have a few dry bags to keep extras in, and have lightweight spray jackets for your use (but bring your own if you have one).
- For our kayak instructional classes, we provide single seater sit-inside sea kayaks.
- For safety and logistical reasons, we do not allow individuals to bring their own kayaks on any of our tours.

### **How strenuous are your trips ? Do I need to know how to swim ?**

- Our tours and classes are a change in routine for most people, and you should be in reasonably good physical condition to participate, depending on the tour. You will need enough stamina, in most cases to paddle for at least two hours. If you have any question about whether a tour or class is appropriate for you, please contact our office.
- We do not require our participants to be able to swim, you should however be comfortable in an aquatic environment. We provide US Coast Guard approved life jackets and require everyone to wear it.

### **Are Gratuities appropriate?**

Yes! Our staff of guides are experienced tour leaders and paddlers. They also have training in First Aid/CPR, and love to share the joys of touring our local waterways in a kayak and helping you become a better paddler. Our guides always appreciate an acknowledgement of a job well done with a gratuity. 20% of the tour/class fare is typical.

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