



Scheduling is by far the most difficult facet of this industry. Trips require advanced reservations so that we can properly prepare for your adventure. It is very difficult for us to change our schedule last minute. If you cancel your trip it also means that we could have booked other participants in your place. For these reasons, we must strictly enforce the following cancellation policies. Please contact us if you have any questions.

Adventure Course or Trip Cancellation Policy

- From Booking Date up until 3 days prior to your trip, the participant is 50% financially responsible for the total trip value. If you cancel your trip or drop in participant numbers, we will give you a 50% refund of the total trip/participant value OR you may request a rain check for the full value of the trip.
- Within 72 hours of your trip, you are 100% financially responsible for the trip value. There will be NO refunds and NO rain check option given.

ACA or AMGA Certification Courses

- Due to the nature of the certification courses and the minimum participant numbers that are required to run those courses, once you register for a course, there will be NO refunds or rain checks given if you cancel.
- If the course is cancelled by RMO, a full refund will be given to all participants.

ALL Trips

Need to make changes to your trip? There will be a charge of \$20 per change. Only 2 changes allowed per reservation.

Should you not be able to make it on the 2nd change, you will receive NO refund & NO rain check. * ALL changes need to be made 14 days in advance.

Gift Certificate

For those getting gift certificates, please let the redeemer of the gift certificate know that they must call for a reservation. The gift certificate cannot be redeemed on the spot.

****RMO reserves the right to change activity location or cancel any trip, due to severe weather, high water or any other circumstance that might jeopardize the safety of the trip.*