

Cancellation & Refunds

Due to the many costs of a whitewater rafting trip being incurred well before the actual trip date, we are unable to give a full refund. If you need to cancel your trip, these partial refunds are available.

- If we are notified 21 days prior to your rafting date, all but \$10.00 will be refunded.
- If we are notified 14 days prior to your rafting date, 50% of all payments are refundable.
- After 14 days prior to your rafting date, there are no refunds.
- Rescheduling is available if we are notified 14 days prior to the rafting date with a charge of \$10 per person.
- No refunds are available for no shows or late arrivals. We run our trips “rain or shine.” Travel insurance may be purchased from your insurance agent.

Mountain Streams strives to run the safest trips. All guests should realize the inherent dangers of this strenuous outdoor activity and be in good physical condition. If there is a concern about size accommodations for life jackets or wetsuits, please check with us before your trip.

Each customer will be required to sign an “Agreement to Participate and an Affirmation of Risk.” Rafters under the age of 18 will need their parent’s signature on the information and agreement. Only parents and legal guardians can sign these forms.

We reserve the right to refuse guest participation because of alcohol, drugs, mental or physical impairment. Due to changing weather conditions and river levels, Mountain Streams reserves the right to make changes in the size of the boats, number of guides, and the river or section of the river to be run. Your river experience may vary depending on weather and river conditions. We appreciate your understanding.