



Dear Group Organizer,

Thank you for your interest in River Riders for your outdoor recreational needs. In this packet you will find the following:

1. Brochures with activity descriptions and prices
2. Organizer tips and reservation procedures
3. Sign-up sheets
4. Group Organizer record sheet
5. Organizer/Group reminders
6. Things to bring
7. Area accommodations, restaurants, and things to do

River Riders Inc is a family owned operation located just outside of beautiful, historic, Harpers Ferry, WV. We hope to offer you the best personalized service, guide staff, and equipment available in the area. We take pride in making your outdoor experience the most professional, fun, and memorable activity while remaining affordable for each participant. If you have any special needs or requests, we are happy to tailor an activity especially for you! Please do not hesitate to give one of our friendly representatives a call, as we will do our very best to accommodate the needs of your group. We also have affordable, custom shuttle transportation and primitive style group camping sites available with advance reservations.

For groups of 25 participants or more, we would like to extend a free tour and t-shirt to the group organizer for all the extra effort involved in organizing. Please be sure to mention your free t-shirt during check in.

If your group is a non profit organization, please send us a copy of your tax exemption certificate so that we may withhold the tax from your trip total. We will also need you to complete a tax exemption form which can be found at our FAQ page on our website. Please be sure to mention your tax status when making your reservation so that we may provide you with the correct trip totals.

The best discount that your group qualifies for will be given, although we will not combine discounts. We guarantee the lowest prices in the area and will happily match any of our competitors' advertised prices. All of our trips are backed with a 100% guarantee.

Thanks again for considering River Riders. We hope to see you on the water soon!

Organizer tips, from the Pros!

1. Plan your trip as far in advance as possible. It helps to have a general idea as to how many participants you will have in your group. Always have a first and second choice trip date.
2. 800-326-RAFT is our toll free number. Our office hours during peak season are 8 am to 6 pm, 7 days a week. Off season hours are 10 am to 3 pm, 7 days a week. You can also email us at trips@riverriders.com.
3. We recommend choosing your trip activity that suits the least experienced member in your group.
4. We are happy to send you brochures and other informational material to your group, just let us know! This will help generate interest in your activity.
5. We recommend booking for the lowest number of confirmed guests in your group. This may help you avoid cancellation fees. You can always call back to add guests on to your reservation as they confirm with you.
6. Always check your confirmation for accuracy. Take notice of your activity, departure time and date, and group size. We send updated confirmations each time a payment or change is made to your reservation.
7. Always notify your group members of our cancellation and refund policies. We advise group leaders not to cover payments for other members as it could leave you in a compromising position. The sooner you book, the better chance you will have to secure your first choice trip date. Typically adding on to an existing reservation is not a problem with at least a 2 weeks notice.
8. To avoid confusion for your group members, keep them informed and up to date with all reservation details such as: the group name of the reservation, activity, date, time, check-in location, where to meet once you get here, etc. Directions are located on your confirmation and at www.riverriders.com. Feel free to copy anything we send you to your group members.
9. The day of your trip, please be sure that your group arrives for check in on time at our outfitter. We ask that groups arrive 1 hour prior to their departure time in order to check in, handle any last minute paperwork or details, and to take care of personal chores before watching a safety presentation. If you are booked for a spring or fall trip and plan on renting wetsuits, we recommend arriving 1 ½ hours prior to your departure time.
10. Each participant must complete a liability waiver prior to their trip. These waivers are located online under the FAQ section of our website. They are 2-sided documents, so please be sure to print both sides. Minors must have their waivers signed by a legal guardian in order to participate in any activity. We must have one waiver on file for each person in your group. We recommend collecting your groups' waivers before you arrive for check in. This will help you confirm your numbers and make sure each waiver is signed by the appropriate party.
11. River Riders offers group meal options, should you like to feed your group before or after your trip. We can plan your picnic or open our café, just for you!



www.riverriders.com
www.teambuildingbynature.com
www.outdooradventurecamp.com

Trip Date: _____

Activity: _____

Estimated Cost
Per Person: _____

Deadline to sign-up: _____

Organizer's name

Is organizing an outdoor adventure with
River Riders Inc.

You can reach him/her for more
information by calling:

Name

of People

Phone Number





Group Organizer Record Sheet

Activity: _____ Date: _____ Deposit Due Date: _____ Amount: _____

Additional Activity: _____ Date: _____ Balance Due Date: _____ Amount: _____

Additional Activity: _____ Date: _____ Final Payment Due Date: _____ Amount: _____

(All final payments are due one month prior to trip departure)

	Last, First Name	Activity Cost Per Person	Accommodations Cost Per Person	Total Cost Per Person	Deposit Received	Balance Due	Completed Waiver
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	Last, First Name	Activity Cost Per Person	Accommodations Cost Per Person	Total Cost Per Person	Deposit Received	Balance Due	Completed Waiver
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Important Reminders for Group Organizers

- Inform your group of the payments required for your reservation, the due dates, and our cancellation/refund policy. Also, be sure to stress the importance of notifying you of changes immediately, so that you can in turn notify us.
- **Cancellation Policy:** Due to the cost of processing reservations, \$15 per person is non-refundable. You may receive a refund for the balance of your payment upon notification made 30 days prior to your trip date. **NO REFUNDS** on cancellations or no shows less than 30 days notice.
- We accept Visa, Mater Card, Discover, and American Express. We also accept group specific checks and money orders at least 2 weeks prior to your trip date.
- 50% of your trip balance will be due at the time of your reservation. Your remaining balance will be due 30 days prior to your trip date.
- Encourage your group to contact us if they have any questions or concerns regarding their trip. Although, we will not make any changes to a reservation or accept any payments from anyone other than the group leader.
- Our liability waivers are available online at www.riverriders.com under general information and are also included in this packet. Every participant must complete one prior to their trip. **Minors must have their legal guardian sign their waiver and will not be allowed to participate in the trip if the signature is missing from their form.**
- Most offerings require little to no prior experience, although participants should be in relatively good physical condition and should not be afraid of water or heights (for rock climbing).
- It is important to arrive for your trip on time! In general we ask you to arrive 1 hour prior to your departure time so that you have time to check in and take care of personal chores before we watch a safety video. We will not hold a trip for late arrivals.
- River Riders reserves the right to change any activity, location, or date in order to provide our patrons with the best experience possible.
- If you would like us to provide food for your group either before or after your trip, we offer picnic style fried chicken meals, pizza meals, hamburger and hot dog meals, and more. Vegetarian options available. Group meals are available for groups of 10 guests or more. Please contact us for pricing and details.

Things to Bring for Your Outdoor Adventure

For guided tours we provide shuttle transportation to and from the river, PFD's, helmets, paddles, and a juice break mid trip. For unguided tours we provide shuttle transportation to and from the river, PFD's, and relevant non-weather related gear. You can always plan to get wet for all of our river trips!

Summer:

- ✓ Shoes that will stay on your feet in the river!
 - Think water shoes, old sneakers, or sport sandals with back straps.
 - Flip Flops will not stay on your feet in the water; therefore they are not permitted on the river.
- ✓ Bathing suit/ nylon shorts/ trunks/ or clothing you're comfortable getting wet it.
- ✓ Sunscreen
- ✓ Towel
- ✓ Sunglasses and eye glass retainers
- ✓ Cap or visor
- ✓ Rain gear (just in case)
- ✓ Dry clothes for after your trip
- ✓ Bag for wet items

Spring/Fall:

- ✓ Shoes that will stay on your feet in the river!
 - Think water shoes, old sneakers, or sport sandals with back straps.
 - Flip Flops will not stay on your feet in the water; therefore they are not permitted on the river.
- ✓ Wool, polyester, polypropylene, nylon, and other synthetic based outfit.
 - Windbreaker type outfits and rain gear also work well for spring/fall trips.
 - Cotton is the worst insulator when wet, we strongly recommend not wearing it!
- ✓ Wool socks, caps, and/or gloves
- ✓ Sunscreen
- ✓ Towel
- ✓ Sunglasses and eye glass retainers
- ✓ Dry clothes for after your trip
- ✓ Plastic bag for wet items

Rentals:

We have an extensive rental fleet of wetsuits, splash tops (heavy duty wind breakers), booties, and gloves. We have XXSM Youth through XXXL Adult sizes available to rent at our outfitter. Discounts are available for multiple item rentals. We also sell appropriate gear in our pro shop!

Additional Notes:

It is a good idea to make sure you have a secure place to keep your keys and other personal items while you are out on your trip. We have one-time-use lockers to rent or you can leave everything in your car and we can check your keys for a small fee.

The following items are also sold for your convenience in our pro shop:

T-Shirts
Nylon Shorts
Bathing Suits
Swim Trunks

River Shoes
Sunscreen/Aloe
Hats
Sunglasses and Retainers

Specialized Equipment
Novelties and Gifts
Snacks and Drinks
Waterproof Cameras

The Front Porch Café *Come early, stay late!* Open Weekends*

River Riders is not responsible for any wet, lost, or ruined items such as keys, cameras, cell phones, etc. We recommend only taking the bare minimum on your trip with you.

What to expect the day of your trip- A General Itinerary

- **One hour prior to your trip: arrive at River Riders**
 - Collect waivers from your group in the parking lot. One person (the group leader) should come inside the building to turn in/complete paper work, payment, etc. The office personnel will provide you with additional instructions during check-in.
 - If you are a group leader, and will not be present the day of your trip, please be sure to communicate all important trip information to the individual who will be acting on your behalf. It would be a good idea to "CC" this person on all email correspondences before your trip date. Everyone involved will thank you!
- **Now it's time to take care of any last minute personal chores, such as changing, renting gear, applying sun block, securing personal items, using the restroom, etc.**
 - Do not plan on bringing any glass on the river with you. We provide trash bags for all cooler related rentals. If you have not received one, or would prefer more, ask an office staff member.
 - Be sure that everyone is dressed appropriately. There is no need to bring keys, wallets, purses, electronics, towels, sentimental items, etc on the water. We recommend you leave everything in your car or in a locker. There is no guarantee that the vehicle that drops you off will be the one that picks you up.
- **20 Minutes prior to your trip: Safety Video**
 - You should be dressed in what you want to wear for your activity when you watch the safety video, completely ready to depart.
 - We wait for all checked in trip participants to be present for the safety video before we begin, so please be courteous of your fellow trip participants by being on time. *We will not hold a trip for late arrivals.* We ask that you remain seated for the entirety of the presentation, as it provides important information you'll need for your trip.
 - Additional information may be provided by your presenter.
- **After the safety video you will be given appropriate gear and loaded onto a bus which will take you to your trip start location.**
 - If you are participating in an unguided activity your driver will coordinate a pick up time with your group. Please be sure to pay close attention to any additional information your driver may have for you.
 - Reminder: If you are on an unguided trip, this is the last opportunity to speak with a staff member.
- **Activity enjoyment! Have fun, relax, and act responsibly!**
 - Please do not leave any trash in our beloved water ways and be respectful of other patrons.
 - Gauge your time on the water to avoid late fees.
 - Large groups that are going to be traveling home together should stay together on the water so you can come back to the outfitter together. A few people can make a returning vehicle late if you separate from your group on the water and lose track of time.
- **Pick up for transport back to our outfitter. Be sure you have all your equipment with you when you get off of the water.**
 - Per person late fees will be applied to anyone who misses our final shuttle back to the outfitter, so please be on time.
- **Return to outfitter. If you have made any deposits for gear, now is the time to pick them up. Photos of your trip may be for sale, as well as other commemorative merchandise.**
- **Start planning your next outdoor adventure with River Riders!**

We recommend our local business partners

Campgrounds and Cabins:

Harpers Ferry KOA (500 yards)
(800)562-9497 (304)535-6895

Camping Harpers Ferry (2.5 miles)
(800) 326-7238

Hotels:

Cliffside Quality Inn (next door)
(304) 535-6302

Turf Motel and Rib Room (6 miles)
(800)422-8873 (304)725-2081
Charles Town, WV

Holiday Inn Express
(304)725-1330
681 Flowing Springs Rd, Ranson, WV

Clarion Hotel (10 miles)
(304)876-7000
Shepherdstown, WV

Restaurants:

The Front Porch Café at River Riders
(800) 326-7238
Come Early, Stay Late

Anvil Restaurant (1.5 miles)
(304)535-2582
1270 Washington Street, Harpers Ferry, WV

Beans in the Belfry (9.5 miles)
(301)834-7178
122 West Potomac St, Brunswick, MD

Yellow Brick Bank(10 miles)
(304)876-2208
201 E German Street Shepherdstown, WV

The Armory Pub (2.5 miles)
(304)535-2469
109 Potomac St, Harpers Ferry, WV

Quartermaster Tavern (2.5 miles)
(304)535-1149
160 High St, Harpers Ferry, WV

Bed and Breakfasts:

The Angler's Inn
Phone: (304)535-1239
Fax: (304)535-9912
867 Washington Street, Harpers Ferry, WV

Other Activities:

The Outfitter at Harpers Ferry
Toll Free: (888)535-2087
Fax: (304)535-2087
180 High St Harpers Ferry WV 25425

**You may find a complete list of accommodations, restaurants, and local attractions at
www.riverriders.com/accommodations.htm**



The Front Porch Café

Come early, stay late!

Open Most *in season* Weekends and Holidays

Please contact us for advance
food reservations (groups 10+) and/or availability
800.326.7238

thefrontporch@riverriders.com

Menu includes breakfast items, panini style sandwiches, wraps, salads,
burgers, fries, smoothies, beer (only served after trips),
daily specials, and more! All made fresh, just for you!

Present this coupon for \$1 off a combo meal or for a free beverage after your trip!

Harpers Ferry Campground

www.campingharpersferry.com

Harpers Ferry's ONLY, riverside campground!

Choose from 10 beautiful, water front campsites
or from 11 unique RV sites.

Rental includes access to the boat ramp, recommended for pontoons boats, fishing boats, and water
skiing, wake boarding, and jet skis.

Swimmers welcome. No life guard on duty.

Location is primitive, perfect for groups looking to "rough it" by the river!

Please call 800.326.7238 for pricing and availability, or check us out online!

River Riders Custom Shuttles

Choose River Riders to shuttle your group from DC, Baltimore, and/or surrounding
areas for trip transportation for large groups, special events, and more.

Leave the driving to us, and save the fun for you!

Call or email us today for a free quote.

800.326.7238

www.riverriders.com

trips@riverriders.com

When calling for a quote, please have the following information ready: date of shuttle, pick up location(s) and time(s),
drop off location(s) and time(s), number being shuttled, and any other special needs or details you feel is important to
your trip. Minimums may apply. Please call for more information.