

Group Booking Coordinator:

Thank you for choosing Pacific Adventure Learning for your group's experience. We value our clients and are happy to provide you with any additional information or clarify any questions you may have. Below are some of our policies and reminders to ensure your group's time at the course is both enjoyable and effective.

GENERAL INFORMATION

1. **The ropes course is an OUTDOOR facility.**
 - a. Please be aware we are in a shaded forest setting
 - b. It is generally 5°C cooler at the course, than anywhere else in Vancouver. Please bring a extra fleece or jacket

2. **All participants must have a signed liability waiver to participate on our course.**
 - a. All participants 19 or older may sign for themselves
 - b. Any participant under 19 must have a parent or legal guardian's signature on their waiver.

3. **We operate Rain or Shine.**
 - a. Please dress appropriately for the weather – rain gear may be necessary
 - i. You will need a jacket or poncho
 - ii. Umbrellas are NOT appropriate rain gear – having both hands free is necessary for most activities
 - b. The only time we would cancel or postpone a program would be due to:
 - i. Thunder and Lightening
 - ii. High Winds or Hail

4. **Your day at the ropes course will be an active and exciting one.**
 - a. Please bring water or juice to stay hydrated
 - b. Please bring a snack or food to help keep energy high. We will take a 10-30 minute break for lunch or a power snack midway through the program to re-energize

5. **Please arrive 10-15 minutes before scheduled start time of program.**
 - a. We pack a lot of programming into your group's day, please be prompt to ensure we get it all in
 - b. This ensures we will start on time and can take care of details such as waivers and payment before the start of your program – as to not use valuable program time

6. **We attempt to ensure all participants get the opportunity to participate in at least two high ropes activities (for a 4 hour program, one element with a 3 hour program), if you have booked a high ropes component with your program.** There are generally two times when participants would not get the opportunity to try two different elements
 - a. Safety is our #1 priority and if PAL staff member feels that a group is not functioning effectively enough to be safe, we cannot participate in High Ropes. Such a group would continue to be challenged with our Low Ropes course until they have displayed enough trust and communication to be safe at height
 - b. If a group is late by 15 or more minutes it is sometimes not possible to give ALL participants a chance to complete 2 elements. We will maximize our time to the best of our ability, but please understand that it is just not possible to ensure everyone gets a chance to do both elements in less than your allotted program time.

BOOKINGS AND PAYMENT

7. **To secure your reservations please send a \$300 deposit to our office.**
 - a. Be sure to include the name of your group in the memo section of your cheque.
 - b. We accept cash, cheque or money order made out to Pacific Adventure Learning
 - c. Our mailing address is: 3808 Welwyn St, Vancouver BC V5N 3Y9

8. **We have a 20 person minimum charge for groups of 30 participants or less**
 - a. Due to safety and liability it is imperative that PAL has a minimum of 2 staff members on site anytime there is a program running.
 - b. If you have a small group, please contact the office to partner up on the same day as another small group. You will not work directly with them, but each group can utilize 1 of the facilitators thus cutting the required number of people to 10.

9. **For groups larger than 30 participants:**
 - a. It is imperative that we have an ample number of staff scheduled for your program. Please let PAL know what your projected attendance will be.
 - b. Pacific Adventure Learning reserves the right to charge for the projected number of participants even if actual attendance is lower.
 - c. Please look at the notes section of your confirmation for your confirmed numbers.

10. **We have a 14-day cancellation policy.**
 - a. Any groups canceling less than 14 days before their scheduled program date will forfeit their deposit.
 - b. Any groups canceling with more than 14 days notice will receive a full deposit refund.

11. **The remainder of your payment is due on arrival, or an invoice can be sent upon request after completion of program.**
 - a. We accept cash, cheque or money order made out to Pacific Adventure Learning
 - b. If invoiced, please pay within the time specified on your invoice, or late fees will be charged.

Thank you again for booking with Pacific Adventure Learning. If we can help answer any other questions or concerns you may have, please do not hesitate to contact us.

Sincerely,

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