

TRIP PLANNING FOR GROUP LEADERS GUIDE

A Successful Trip Begins With Organization

The following will give you and your group information for planning a rafting trip and it will also help make the reservation process as smooth as possible. Our office staff is well trained & knowledgeable. Many of the people you'll talk with on the phone are river guides who have extra insight into the rafting activities. Feel free to ask away! Keep in mind that PRO offers activities in both Maine & New York and that the rafting trips and amenities differ between the two locations. We look forward to making your trip a memory that will last a lifetime!

Organize Your Trip

Hold a meeting with everyone in your group/organization. At that meeting discuss & review:

■ River choices & trip choices (length of trip, drive times, age requirements, difficulty of river, experience of group, etc.)	■ Preferred trip date and 2 alternative dates
■ Accommodation & camping choices	■ Meals
■ Transportation (vehicles, drive times, meeting points)	■ Prices & budgets
■ General payment policy: timeframes for 50% deposit & full payment	■ Any medical conditions of note

Call To Make Reservations

After you have a firm understanding of what the group would like, call 1-800-325-3911 to check availability and to make the reservation. This is when the spaces in the raft and spaces for overnight accommodations are set aside for your group. We can also reserve any add-on items like breakfast, tent rentals, drysuit rentals, etc. The reservationist will assign you a Reservation #, calculate the full cost of the trip and give you specific dates when the 50% deposit and final payments are due. After we receive your deposit your trip is confirmed and the spaces are secured.

PRO requires a 50% deposit within 10 days after making the reservation and payment in full 30 days prior to the trip date. **PRO understands that there may be circumstances that do not allow for the Group Leader to meet these deadlines. In that event, the reservationist may be given the authority to tailor the payment schedule to fit your needs.

Collect Payment

The Group Leader should let everyone know what their individual cost is and the exact dates when the deposit & final payment are due. If you have any members who can't meet these deadlines or seem shaky in their commitment to making the trip, we recommend you call and cancel these people from the reservation. (If you find that you want to re-include them later on, and the spaces are still available, we can easily add them back in.)

800-325-3911
info@proriverrunners.com
www.proriverrunners.com

PROFESSIONAL RIVER RUNNERS



IMPORTANT

Spaces are held on a first-come first-serve basis. Any spaces that remain reserved but unpaid are monitored closely because PRO is limited by the State on the number of guests it can take rafting on any given day. This limitation makes each space extremely valuable. Don't get stuck with reserved spaces that are not paid for because ultimately you will be held responsible for that cost. As a Group Leader, you should familiarize yourself with our Cancellation Policy and pass this information along to other group members.

Payment Details

We offer a free trip to Group Leaders who bring large groups because we know how much leg work is involved (phone calls, keeping detailed records, answering questions, logistical arrangements, etc.). To earn that free trip, one of the biggest ways you can help is by streamlining the money collection process. Here are some helpful hints:

- We like to deal only with the Group Leader on payment issues. We prefer not to receive calls from individual group members.
- Inform each member what their per person cost is and its breakdown (i.e., so much for the raft trip, so much for the lodging/camping fee, so much for breakfast, etc.)
- Have all group members give you their payment. Then send PRO one check to apply to the balance.
- Keep an accurate record of who has paid you how much and for what.
- With each payment, detail exactly how the money is to be applied (i.e., so much for the raft trip, so much for the lodging/camping fee, so much for breakfast, etc.)
- With all calls, correspondence and payments, please refer to the Reservation #.
- Generally, no payments are accepted on the morning of the trip - full payment is due prior to arrival.
- PRO encourages personal checks & money orders. Checks must be received 14 days or more before the trip date. PRO also accepts MasterCard, Visa & American Express.

Receive Confirmation

After we receive your deposit, your spaces are secured. We'll then send a Confirmation Package to the Group Leader. Your deposit, due date for full payment, and other invoice information will be reviewed. If you find a discrepancy, please call as soon as possible.

The confirmation will also contain important trip information as listed below. You should see that everyone in the group receives a copy of this material.

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|--------------------------------|---|
| ■ Reservation # and Group Name | ■ Check-in Time (be prompt!) |
| ■ Driving Directions | ■ Accommodation arrangements & directions |
| ■ What the trip includes | ■ What to bring to wear on the river trip (important!) |
| ■ What the campground offers | ■ What extra gear to pack if you're on a multi-day camping trip |

Cancellation Policy

30+ days from trip date:	100% Refund	NOTE: We reserve the right to assess a \$15 per person administrative fee if, in our opinion, the cancellation circumstances warrant it.
29-14 days from trip date:	50% Refund	
13 days or less from trip date:	No Refund	

Camping & Lodging Options

RIVER	FACILITY	DESCRIPTION	DISTANCE TO BASE	PHONE
Kennebec/ Dead	Grand View Bed & Breakfast	Stunning B&B with panoramic views & wood floors, bay windows, queen beds & 3 separate gathering areas. Free cont. breakfast. GROUPS WELCOME.	4 miles	800-325-3911
Kennebec/ Dead	Grand View Condos	Modern 1 & 2 bdrm. deluxe condos with furnished kitchens, full baths, living rooms & decks. Panoramic views. 3 acres of lawn. Wooded walking trails. GROUPS WELCOME.	4 miles	800-325-3911
Kennebec/ Dead	Campground Tenting Sites or Pre-Set Cabin Tents	Spacious wooded & lawn sites great for groups; within walking distance of Crusher Pool; adjacent to river; heated changing rooms with showers; convenient Cabin Tents with cots & mattresses; pup tents avail. for rent; horseshoes & volleyball	-0- Miles; Located at River Base	800-325-3911
Penobscot	Best Western Inn	AAA rated; hot tub, dining room & A/C	40 minutes	207-723-9777
Penobscot	Katahdin Inn	82 room motel; pool, jacuzzi, exer. room	40 minutes	877-902-4555
Penobscot	Gateway Inn	Motel; indoor heated pool & exerc. room	40 minutes	207-746-3193
Penobscot	Pamola Lodge	AAA rated; hot tub, pool & restaurant	40 minutes	207-723-9746
Penobscot	Campground	To Be Announced		
Hudson	Squaw Br. Motel	Basic, clean economy units; TV	5 minutes	518-648-5262
Hudson	Valhaus Motel	Unique motel; Adirondack furniture; TV	20 minutes	518-251-2700
Hudson	Indian Lake Motel	Economical cottages & motel rooms, TV	1 minute	518-648-5859
Hudson	Inn on Gore Mtn.	Chalet cabins; restaurant; TV	20 minutes	518-251-2111
Hudson	Lone Birch Motel	Clean motel units; TV	5 minutes	518-648-5225
Hudson	Campgrounds (state run)	Lewey Lake Campground & Lake Durant Campground (Open Mid to Late May)	20 minutes	800-458-camp



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