

Clavey Paddling Programs Frequently Asked Questions

After making a reservation with us, you will receive an e-mail with detailed instructions (within 1 - 2 weeks prior to your class/tour) on where we meet, what to bring and other information. This information can also be found on individual class and tour website pages.

Below are answers to some of the most common questions we encounter.

As always, please feel free to contact us if you have any other questions or need more information.

What is your reservation policy ?

- If you find it necessary to change the date of your trip or tour, a \$10.00 fee will be charged.
- Your space is not confirmed until we have received payment in full.
- **We cannot make refunds for cancellations made within 2 weeks of the class/tour.** We encourage you to find a friend or family member to take your place.
- If you must cancel within two weeks of your class/tour, we will apply your credit to another class/tour.
- **Sorry, there are no refunds or credits for no shows, late arrivals or cancellations made within 24 hours of the trip.**
- You will be asked to sign an assumption of risk and liability release prior to participating in any class or tour. This is a requirement for our insurance carrier; participants may not join a class or tour without a signed form.
- We reserve the right to cancel or curtail a trip due to weather conditions or other conditions out of our control. In this case, we do our best to provide you with another suitable date, issue a credit or refund.
- Pre-registration is required for all classes/tours. We can take a reservation up to 4:00 PM the day before the class/tour. Unfortunately, we usually cannot accommodate reservations the morning of the class/tour. If you would like to make a reservation the day before the class/tour after 4pm please call us at 707-766-8070 to check if space is available.

What is the minimum age for kayak trips?

- **Please do not book a space for your child unless they meet our age/weight requirements.**
- **For our night, bioluminescence and certain other tours, our minimum age is 13, AND weighing at least 100 lbs.** We want everyone on our trips to have a safe enjoyable time. Kids need to be able to contribute to paddling, and have a maturity level appropriate for 3-4 hours on the water.
- For most of our other tours, the minimum age is 8. This assumes they are paired with a capable adult in a tandem kayak. If you are uncertain please call.
- For a private or charter trip, we are happy to modify our itinerary to accommodate youngsters who do not meet the above criteria. Please contact our office for more details.

What types of boats and gear do you supply?

- For most tours, we provide a fleet of two-seater sit-inside types of kayaks. These boats are designed specifically for tours and they're safe and easy to paddle. They also have watertight compartments to store extras in.
- For our classes, we use single seater sit-inside sea kayaks. We usually also use a nylon "skirt" that you'll wear that keeps your seating area (mostly) dry. In addition to boats and paddles, we

provide, and require everyone to wear a PFD (life vest). We also have a few dry bags to keep extras in, and have lightweight spray jackets for your use (but bring your own if you have one).

Are Gratuities appropriate?

- Our staff of guides are experienced tour leaders and paddlers. They also have training in First Aid/CPR, and love to share the joys of touring our local waterways in a kayak and helping you become a better paddler. Our guides always appreciate an acknowledgement of a job well done with a gratuity. 20% of the trip fare is typical.

How strenuous are your trips? Do I need to know how to swim?

- Our tours and classes are a change in routine for most people, and you should be in reasonably good physical condition to participate, depending on the tour. You will need enough stamina, in most cases to paddle for at least two hours. If you have any question about whether a tour or class is appropriate for you, we encourage you to contact our office.
- We do not require our participants to be able to swim. You should however be comfortable in an aquatic environment. We provide US Coast Guard approved personal flotation devices (life vests) and require that they be worn at all times when on the water.

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