



At time of Booking

- Check the confirmation email for the correct location, date, time, and activity
- Watch for an email titled "Action Required" This has a link to your waiver, which must be filled out for **each** participant prior to arrival
- Confirm your transportation (You must arrive **30 minutes** ahead of start time)

Fourteen Days Before Your Adventure

- 50% deposit is required to confirm your reservation

Two Days Before Your Adventure

- Contact us to confirm the total number of participants (on the day of the activity we can only adjust the number of participants by a maximum of 5 individuals)
- Last chance to cancel your booking
- We require a minimum of 48 hours notice for a full refund of your group. Otherwise, a payment of 50% is required
- Ensure all participants have completed a waiver
- The link to the electronic waiver form will be sent in an email entitled "Action Required".
- If your group needs to reschedule, we require a minimum of 24 hours notice
- Activities proceed rain or shine. The park manager will contact your group in the event of a severe weather delay

Day of the Adventure

- Arrive **30 minutes** before the schedule start time
- All participants require closed toe shoes (No crocs or sandals)
- Ensure all participants are dressed for the weather
- Anyone with long hair must tie their hair in a low ponytail
- Pack water and snacks
- Encourage all participants who wear a turban to wear a patka or dastar as the helmet must fit correctly on their head to be eligible to participate (Aerial and Discovery courses ONLY)

Activity Specific Requirements

Zipline & Aerial Game Trek - All participants must be a minimum of 9 years old & 55 inches tall & weigh under 250 lbs

Please let us know if there is anything that should be brought to our attention regarding special requirements, behavioural, medical, or religious beliefs.