



Tour, Livery and Event Policies and River Information

LOCATIONS, RIVERS, and PERMITS:

Our river adventures are conducted on the Verde River, our operations are authorized by permit from the Town of Clarkdale and the Arizona State Parks. The flow on this river is unregulated on the first part of this stretch and is partially diverted by a dam to provide water to Peck's Lake and provide some flood control, irrigation and domestic water supply, ecosystem management, and recreation; this means that the amount of water flowing in the waterway fluctuates seasonally, and often not directly in relation to local weather conditions. We also operate on the Lower Salt river in cooperation with permitted entities there, and on Lake Pleasant by permit of the Maricopa County Parks department. These waterways are dam controlled and offer typically predictable seasonal use for beginner paddling trips, classes and skills practice. With management and employees averaging over 18 years of river recreation management experience on the Salt and Verde Rivers, you can be assured that we will choose the best area in which to operate your tour, to take advantage of the most ideal water level and recreational opportunity.

WHAT DO GUEST NEED TO BRING?

Clothing appropriate for the weather, plus water shoes/sandals/old sneakers as their feet will get wet. Footwear must be worn at all times. Sunglasses, sunscreen, towel, camera, medications, lip balm, hat and anything else they want to bring!

Complimentary Water Shoe Policy: These are rentals that must be returned. They are for "emergencies" only in the event that the customer is not wearing appropriate or safe footwear (we will NOT have 1 pair for each participant guaranteed).

TRIP RATING and CHILDREN:

Please call our office regarding participation of children less than 15 years of age. Different trips and classes have different demands, and all guest participation is at the discretion of the lead guide on a given trip.

INCLUSIONS:

- Professional safety-certified guides (1 guide per up to 8 guests)
- Shuttle driver and transportation coordination
- Iced bottled water during the activity, snacks or meals may also be offered on certain trips
- PFD, paddles, dry bags, and safety equipment
- Water shoes for those that did not bring appropriate footwear (up to a maximum of 10)
- Entry fees, insurance, and permit fees on all guided trips. Livery may be subject to additional fee based on location.

TRANSPORTATION

Transportation outside of a shuttle ride along the river is not included unless otherwise noted. South by Southwest (SBSW) owns and operates 9 to 15-passenger vans. For any event with 10 to 24 participants, we will happily provide transportation at an additional cost as stated on the contract.

TERMS & CONDITIONS:

Due to the extensive preparation involved, and in order to preserve our pricing structure, we must strictly adhere to the following policies:

GUARANTEE/ EVENT CANCELLATION:

For all ½ Day Tours: SBSW requires a guarantee no later than two (2) business days/48-hours prior to the tour. SBSW will bill based on this number or the actual number of participants, whichever is greater. All tours cancelled within 48 hours will be charged in full.

For all Teambuilding events: SBSW requires a guarantee no later than five (5) days prior to the event. SBSW will bill based on this number or the actual number of participants, whichever is greater. All events cancelled within five (5) days will be charged in full.

PAYMENT TERMS:

A major credit card or 50% cash deposit is required to guarantee equipment availability. Final payment for all tours, livery service or team building events is due 48 hours prior to the event for any trip or event with more than 8 participants. With major credit card on file to guarantee, groups of 8 or less may pay on the day of event by any means they choose.

OPERATOR CANCELLATION/INTERRUPTION:

Once a tour/event is on its way, SBSW reserves the right to cancel or interrupt any tour/event due to unsafe weather or river conditions. All scheduled charges remain due in full. We also reserve the right to refuse service to any participant judged to be unfit to safely complete any activity operated or coordinated by South by Southwest whether due to undisclosed medical issues, intoxication by alcohol or drug use (including prescriptions). If a guest is intoxicated and must be refused to start or removed from the river, refund will not be offered for violating the prohibition on alcohol or drug use and any additional fines as a result of guest behavior will be billed to the guest or group organizer against their security deposit.

FOUL WEATHER EVENT POLICY:

In the event of rain or other foul weather conditions on the date of any tour or event and prior to the event taking place, the following policy applies: we will cancel the event/tour, at no charge to the client, only in the event of unsafe weather conditions.

Examples of unsafe conditions are lightning and flooding. If the conditions are inclement, but not deemed dangerous, tours will operate and be billed as scheduled. Examples of inclement conditions are cloudy, rainy, snowy or windy weather within certain limits location dependent. Only South by Southwest and its guides will be responsible for determining safe and unsafe conditions.

EVENT CUSTOMIZATION:

We are happy to customize our events to suit your needs. We would love to work with you to determine the best, most appropriate activities for you and your party.

GUIDE/STAFF GRATUITY:

SBSW guide/staff gratuity is optional; however we recommend 15% of total bill to be split amongst guides/staff evenly. Please instruct us prior to final billing whether to include this charge on the invoice.

WAIVERS:

All participants must sign a waiver before participating. Where possible, waivers will be provided as far in advance of the event as practical. Waivers may be signed at any time prior to getting on the water with South by Southwest.

For any questions or concerns with these policies, please call the office and speak with a member of the management team. Our goal is to provide the safest, most educational and entertaining tours possible. Certain areas of operation have special concerns that for the good of the community, SBSW will not violate under any circumstances. This assures the guests will get a safe, secure and enjoyable trip while providing the best experience for the community we will pass through. That said, any constructive feedback on any area of operation is greatly appreciated.

Glendale Office - 623.565.8432
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