



Dear Group Organizer,

Thank you for your interest in River Riders for your outdoor recreational needs! In this packet you will find the following:

1. Organizer tips and reservation procedures
2. Meal Options
3. Sign-up sheets
4. Group Organizer record sheet
5. Organizer/Group reminders
6. Things to bring
7. A General Itinerary
8. Area accommodations, restaurants, and things to do
9. Tax Exempt Form (For Tax Exempt Groups)

River Riders Inc. is a family owned operation located just outside of beautiful historic Harpers Ferry, WV. We hope to offer you the best personalized service, guide staff, and equipment available in the area. We take pride in making your outdoor experience the most professional, fun, and memorable activity while remaining affordable for each participant. If you have any special needs or requests, we are happy to tailor an activity especially for you! Please do not hesitate to give one of our friendly representatives a call, as we will do our very best to accommodate the needs of your group. We also have affordable, custom shuttle transportation and primitive style group camping sites and cabins available with advance reservations.

For groups of 25 participants or more, we would like to extend a free tour and t-shirt to the group organizer for all the extra effort involved in organizing. Please be sure to mention your free t-shirt when making a reservation and at check-in.

If your group is a non profit organization, please fill out the blank tax exempt form at the bottom of this email. You may email it to us at trips@riverriders.com or fax it to us at 304-535-2610. Please include your reservation ID on the form. Please be sure to mention your tax status when making your reservation so that we may provide you with the correct trip totals.

The best discount that your group qualifies for will be given, although we cannot combine discounts. We guarantee the lowest prices in the area and will happily match any of our competitors' advertised prices, for the same exact trip.

Thanks again for considering River Riders. We hope to see you soon!

Organizer tips from the Pros!

1. Plan your trip as far in advance as possible. It helps to have a general idea as to how many participants you will have in your group. Always have a first and second choice trip date.
2. 800-326-RAFT is our toll free number. Our office hours during peak season are 8 am to 6 pm, 7 days a week. Off season hours are 8:30am to 5pm, 7 days a week (closed Sundays and Mondays in January and February). You can also email us at trips@riverriders.com.
3. We recommend choosing an activity that suits the least experienced member in your group.
4. We are happy to send you brochures and other informational material for your group, just let us know! This will help generate interest in your activity.
5. We recommend booking for the lowest number of confirmed guests in your group. This may help you avoid cancellation fees. You can always call back to add guests on to your reservation as they confirm with you.
6. Always check your confirmation for accuracy. Take notice of your activity, departure time and date, and group size. We send updated confirmations each time a payment or change is made to your reservation.
7. Always notify your group members of our cancellation and refund policies. We advise group leaders not to cover payments for other members, as it could leave you in a compromising position. The sooner you book, the better chance you will have to secure your first choice trip date. Typically adding on to an existing reservation is not a problem with at least a 2 weeks notice.
8. To avoid confusion for your group members, keep them informed and up to date with all reservation details such as: the group name of the reservation, activity, date, time, check-in location, where to meet once you get here, etc. Directions are located at www.riverriders.com. Feel free to copy anything we send you to your group members.
9. The day of your trip, please be sure that your group arrives for check in on time at our outfitter. We ask that groups arrive 1 hour prior to their departure time in order to check in, handle any last minute paperwork or details, and to take care of personal chores before watching a safety presentation. If you are booked for a spring or fall trip and plan on renting wetsuits, we recommend arriving 1 ½ hours prior to your departure time. It usually works best if the person in charge of the group comes inside to check in, while the rest of the group members hangout outside.
10. Each participant must complete a liability waiver prior to their trip. You will receive a custom waiver link with your confirmation email. Participants should click this link in order to fill out the waiver online (you will need to email your group the link). We do not do paper waivers. Minors must have their waivers signed by a legal guardian in order to participate in any activity. We must have one waiver on file for each person in your group. We recommend that you check in with your group to make sure all of the waivers are completed in advance. This will help you confirm your numbers and make sure each waiver is signed by the appropriate party. If you need assistance in figuring out who in your group has completed a waiver, send us an email at trips@riverriders.com with your booking ID and we can send you a list!
11. River Riders offers group meal options, should you like to feed your group before or after your trip. See the next document for options and pricing!

The Front Porch Café *Come early, stay late!*

Meal Options

Available for groups of 12 or more guests! \$12.97 per person

Fried Chicken Meal! Includes two pieces of chicken, potato salad or macaroni salad (depending on availability), and chips per person! Water and lemonade will be available.

Hamburger and hotdog meal! Includes one hamburger, one hotdog, potato or macaroni salad (depending on availability), and chips per person! Water and lemonade will be available.

Pizza meal! Includes two pieces of pizza per person! You may choose from cheese or pepperoni pizza. Water and lemonade will be available.

Vegetarian meal! Includes one veggie burger, potato or macaroni salad (depending on availability), and chips per person! Water and lemonade available! You may mix and match this option with any of our other meal offerings to accommodate everyone in your group!

*Meals will be served at our main office location, before, between, or after your trip(s)!



www.riverriders.com
www.teambuildingbynature.com
www.outdooradventurecamp.com

Organizer's name

is organizing an outdoor adventure with
River Riders, Inc.

You can reach him/her for more
information by calling:

Trip Date: _____

Activity: _____

Estimated Cost
Per Person: _____

Deadline to sign-up: _____

Name # of People Phone Number





Group Organizer Record Sheet

Activity: _____ Date: _____ Deposit Due Date: _____ Amount: _____
 Additional Activity: _____ Date: _____ Balance Due Date: _____ Amount: _____
 Additional Activity: _____ Date: _____ Final Payment Due Date: _____ Amount: _____

(All final payments are due one month prior to trip departure)

	Last, First Name	Activity Cost Per Person	Accommodations Cost Per Person	Total Cost Per Person	Deposit Received	Balance Due	Completed Waiver
1.							
2.							
3.							
4.							
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	Last, First Name	Activity Cost Per Person	Accommodations Cost Per Person	Total Cost Per Person	Deposit Received	Balance Due	Completed Waiver
21.							
22.							
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Important Reminders for Group Organizers

- Inform your group of the payments required for your reservation, due dates, and our cancellation/refund policy. Also, be sure to stress the importance of notifying you of changes immediately, so that you can in turn notify us.
- **Cancellation Policy:** Due to the cost of processing reservations, \$15 per person is non-refundable. You may receive a refund for the balance of your payment upon notification made 30 days prior to your trip date. There are NO REFUNDS on cancellations or no shows with less than 30 days notice.
- We accept Visa, Master Card, Discover, and American Express. We also accept company checks at least 2 weeks prior to your trip date, with a credit card on file to hold until it clears. We do not accept personal checks of any kind.
- 50% of your trip balance will be due at the time of your reservation. Your remaining balance will be due at least 30 days prior to your trip date.
- Encourage your group to contact us if they have any questions or concerns regarding their trip. We will not make any changes to a reservation or accept any payments from anyone other than the group leader.
- A liability waiver must be completed by each participant (or a minor's guardian) online prior to your reservation date! You will receive a customer ezwaiver link upon making a reservation. You should then forward the link to all of the group members so they can fill it out from their home.

- Most offerings require little to no prior experience, although participants should be in relatively good physical condition and should not be afraid of water or heights.
- It is important to arrive for your trip on time! In general, we ask you to arrive **1 hour** prior to your departure time so that you have time to check in and take care of personal chores before watching a safety video or hearing a safety briefing. We will not hold a trip for late arrivals.
- River Riders reserves the right to change any activity, location, or date in order to provide our patrons with the best experience possible.
- If you would like us to provide food for your group, we offer fried chicken meals, pizza meals, hamburger and hot dog meals, and a vegetarian option. Meals are available for groups of 12 guests or more. Please contact us for pricing and details, or reference the Meal Options Document in this packet.

Things to Bring for Your Outdoor Adventure

For our Guided White Water Rafting and Kayaking tours, we provide shuttle transportation to and from the river, PFD's, helmets, paddles, and a juice break mid trip. For unguided water activities, we provide shuttle transportation to and from the river, PFD's, and relevant non-weather related gear. You can always plan to get wet for all of our river trips! For our Zip Line Canopy Tour, we provide shuttle transportation to and from the tour, helmets, any equipment you will need related to zip lining, and water (when it is 80 degrees or more outside). For our Adventure Park, we provide helmets, any equipment you will need related to climbing, and water.

Summer Trips

- ✓ For the Adventure Park and Zip Line Canopy Tour, you must wear closed toe shoes that will stay on your feet! For the river, you should wear shoes that will stay on your feet (no flip flops)!
- ✓ For the Adventure Park and Zip Line Canopy Tour, you should comfortable clothing to maneuver around in! A Bathing suit, nylon shorts, trunks, or clothing you're comfortable getting wet in should be worn for river trips.
- ✓ Sunscreen
- ✓ Towel (for river trips)
- ✓ Sunglasses and eye glass retainers
- ✓ Cap or visor (for river trips)
- ✓ Rain gear (just in case)
- ✓ Dry clothes for after your trip (for river trips)
- ✓ Bag for wet items

Spring/Fall:

- ✓ For the Adventure Park and Zip Line Canopy Tour, you must wear closed toe shoes that will stay on your feet! For the river, you should wear shoes that will stay on your feet (no flip flops)!
- ✓ Wool, polyester, polypropylene, nylon, and other synthetic based outfits should be worn for river trips.
 - Windbreaker type outfits and rain gear also work well for spring/fall trips.
 - Cotton is the worst insulator when wet; we strongly recommend not wearing it on the river!
- ✓ Wool socks, caps, and/or gloves
- ✓ Sunscreen
- ✓ Towel (for river trips)
- ✓ Sunglasses and eye glass retainers
- ✓ Dry clothes for after your trip (for river trips)
- ✓ Plastic bag for wet items (for river trips)

We sell water shoes, sunglasses, sunscreen, t-shirts, drinks, disposable cameras, aloe, hats, souvenirs, snacks, and more at our main office! We also have wetsuits and other river gear for rent during the colder months!

River Riders is not responsible for any wet, lost, or ruined items such as keys, cameras, cell phones, etc. We recommend only taking the bare minimum on your trip with you.

What to expect on the day of your trip- A General Itinerary

- **One hour prior to your trip: arrive at River Riders**
 - One person (the group leader) should come inside the building to check-in for the group! The office personnel will provide you with additional instructions during check-in.
 - If you are a group leader, and will not be present the day of your trip, please be sure to communicate all important trip information to the individual who will be acting on your behalf. It would be a good idea to "CC" this person on all email correspondences before your trip date. Everyone involved will thank you!
- **Now it's time to take care of any last minute personal chores, such as changing, renting gear, applying sun block, securing personal items, using the restroom, etc.**
 - Do not plan on bringing any glass on the river with you. We provide trash bags for all cooler related rentals upon request. If you have not received one, or would prefer more, ask an office staff member.
 - Be sure that everyone is dressed appropriately. There is no need to bring keys, wallets, purses, electronics, towels, sentimental items, etc on the water. We recommend you leave everything in your car or in a locker. There is no guarantee that the vehicle that drops you off will be the one that picks you up.
- **20 Minutes prior to your trip: Safety Video/Briefing**
 - You should be dressed and ready to depart when you watch the safety video.
 - We wait for all checked in trip participants to be present for the safety video before we begin, so please be courteous of your fellow trip participants by being on time. *We will not hold a trip for late arrivals.* We ask that you remain seated for the entirety of the presentation, as it provides important information you'll need for your trip.
 - Additional information may be provided by your presenter.
- **After the safety video you will be given appropriate gear and loaded onto a bus which will take you to your trip start location (Adventure Park guests will remain on site).**
 - If you are participating in an unguided activity, your driver will coordinate a pick up time with your group. Please be sure to pay close attention to any additional information your driver may have for you.
 - Reminder: If you are on an unguided trip, this is the last opportunity to speak with a staff member.
- **Activity enjoyment! Have fun, relax, and act responsibly!**
 - Please do not leave any trash in our beloved water ways and be respectful of other patrons.
 - Gauge your time on the water to avoid late fees.
 - Large groups that are going to be traveling home together should stay together on the water so you can come back to the outfitter together. A few people can make a returning vehicle late if you separate from your group on the water and lose track of time.
- **Pick up for transport back to our outfitter. Be sure you have all your equipment with you when you get off of the water or the Zip Line Canopy Tour.**
 - Per person late fees will be applied to anyone who misses our final shuttle back to the outfitter, so please be on time.
- **Return to outfitter. If you have made any deposits for gear, now is the time to pick them up. Photos of your trip may be available for purchase, as well as other commemorative merchandise.**
- **Start planning your next outdoor adventure with River Riders!**

We recommend our local business partners

Campgrounds and Cabins:

Harpers Ferry KOA (500 yards)
(800)562-9497 (304)535-6895

Harpers Ferry Campground (2.5 miles)
(800) 326-7238

Hotels:

Cliffside Quality Inn (next door)
(304) 535-6302

Turf Motel and Rib Room (6 miles)
(800)422-8873 (304)725-2081
Charles Town, WV

Holiday Inn Express
(304)725-1330
681 Flowing Springs Rd, Ranson, WV

Clarion Hotel (10 miles)
(304)876-7000
Shepherdstown, WV

Restaurants:

The Front Porch Café at River Riders
(800) 326-7238
Come Early, Stay Late (Open on weekends,
Memorial Day-Labor Day)

Anvil Restaurant (1.5 miles)
(304)535-2582
1270 Washington Street, Harpers Ferry, WV

Beans in the Belfry (9.5 miles)
(301)834-7178
122 West Potomac St, Brunswick, MD

The Armory Pub (2.5 miles)
(304)535-2469
109 Potomac St, Harpers Ferry, WV

Quartermaster Tavern (2.5 miles)
(304)535-1149
160 High St, Harpers Ferry, WV

Bed and Breakfasts:

The Angler's Inn
Phone: (304)535-1239
Fax: (304)535-9912
867 Washington Street, Harpers Ferry, WV

Other Activities:

The Outfitter at Harpers Ferry
Toll Free: (888)535-2087
Fax: (304)535-2087
180 High St Harpers Ferry WV 25425

**You may find a complete list of
accommodations, restaurants, and local
attractions at
www.riverriders.com/accommodations.htm**

The Front Porch Café

Come early, stay late!

Open Most *in season* Weekends and Holidays

Please contact us for advance food reservations (groups 12+) and/or availability

800.326.7238

trips@riverriders.com

Menu includes burgers, hot dogs, fries and other delicious snacks, drinks and beer (alcohol only served after trips),
Daily specials, and more!

Present this coupon for \$1 off a combo meal or for a free beverage after your trip!

Harpers Ferry Campground

www.campingharpersferry.com

Enjoy our gorgeous riverside campground!

Choose from beautiful, water front campsites, RV sites, and cabins!

Rental includes access to the boat ramp, recommended for pontoons boats, fishing boats, and water skiing, wake boarding, and jet skis.

Swimmers welcome. No life guard on duty.

Location is primitive and perfect for groups looking to "rough it" by the river!

Please call 800.326.7238 for pricing and availability, or check us out online!

River Riders Custom Shuttles

Choose River Riders to shuttle your group from DC, Baltimore, and/or surrounding areas for trip transportation for large groups, special events, and more.

Leave the driving to us, and save the fun for you!

Call or email us today for a free quote.

800.326.7238

www.riverriders.com

trips@riverriders.com

When calling for a quote, please have the following information ready: date of shuttle, pick up location(s) and time(s), drop off location(s) and time(s), number being shuttled, and any other special needs or details you feel is important to your trip. Minimums may apply. Please call for more information.

This is a multi-state form. Not all states allow all exemptions listed on this form. Purchasers are responsible for knowing if they qualify to claim exemption from tax in the state that would otherwise be due tax on this sale. The seller may be required to provide this exemption certificate (or the data elements required on the form) to a state that would otherwise be due tax on this sale.

The purchaser will be held liable for any tax and interest, and possibly civil and criminal penalties imposed by the member state, if the purchaser is not eligible to claim this exemption. A seller may not accept a certificate of exemption for an entity-based exemption on a sale made at a location operated by the seller within the designated state if the state does not allow such an entity-based exemption.

1. Check if you are attaching the Multi-state Supplemental form.
 If not, enter the two-letter postal abbreviation for the state under whose laws you are claiming exemption.
2. Check if this certificate is for a single purchase and enter the related invoice/purchase order # _____.

3. Please print

Name of purchaser _____			
Business Address _____	City _____	State _____	Zip Code _____
Purchaser's Tax ID Number _____		State of Issue _____	Country of Issue _____
If no Tax ID Number Enter one of the following:	FEIN	Driver's License Number/State Issued ID Number	Foreign diplomat number
_____	_____	State of Issue: Number _____	_____
Name of seller from whom you are purchasing, leasing or renting _____			
Seller's address _____	City _____	State _____	Zip code _____

4. Type of business. Circle the number that describes your business

- | | |
|---|---|
| <p>01 Accommodation and food services
 02 Agricultural, forestry, fishing, hunting
 03 Construction
 04 Finance and insurance
 05 Information, publishing and communications
 06 Manufacturing
 07 Mining
 08 Real estate
 09 Rental and leasing
 10 Retail trade</p> | <p>11 Transportation and warehousing
 12 Utilities
 13 Wholesale trade
 14 Business services
 15 Professional services
 16 Education and health-care services
 17 Nonprofit organization
 18 Government
 19 Not a business
 20 Other (<i>explain</i>) _____</p> |
|---|---|

5. Reason for exemption. Circle the letter that identifies the reason for the exemption.

- | | |
|--|--|
| <p>A Federal government (<i>department</i>) _____
 B State or local government (<i>name</i>) _____
 C Tribal government (<i>name</i>) _____
 D Foreign diplomat # _____
 E Charitable organization # _____
 F Religious or educational organization # _____
 G Resale # _____</p> | <p>H Agricultural production # _____
 I Industrial production/manufacturing # _____
 J Direct pay permit # _____
 K Direct mail # _____
 L Other (<i>explain</i>) _____</p> |
|--|--|

6. Sign here. *I declare that the information on this certificate is correct and complete to the best of my knowledge and belief.*

Signature of Authorized Purchaser	Print Name Here	Title	Date
_____	_____	_____	_____

Name of Purchaser _____

STATE	Reason for Exemption	Identification Number (If Required)
AR	_____	_____
GA	_____	_____
IA	_____	_____
IN	_____	_____
KS	_____	_____
KY	_____	_____
MI	_____	_____
MN	_____	_____
NC	_____	_____
ND	_____	_____
NE	_____	_____
NJ	_____	_____
NV	_____	_____
OH	_____	_____
OK	_____	_____
RI	_____	_____
SD	_____	_____
TN	_____	_____
UT	_____	_____
VT	_____	_____
WA	_____	_____
WI	_____	_____
WV	_____	_____

SSUTA Direct Mail provisions are not in effect for Tennessee.

The following nonmember states will accept this certificate for exemption claims that are valid in their respective state. SSUTA Direct Mail provisions do not apply in these states.

WY	_____	_____
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