



Dear Oregon River Experiences Family,

We have always been committed to providing a safe environment where friends, family and fellow adventurers could come together to create unforgettable shared experiences. During these uncertain times due to the nature of the spread of the coronavirus resulting in an increasing number of COVID-19 cases, many travelers are understandably concerned. You and our guides, who make these experiences possible, are what is most important to us, the safety of everyone remains our top priority. We will be taking the following precautions and changes for our trips. We will also be adapting our cancelation policy due to the needed changes in the travel world.

We are closely monitoring the WHO and CDC to follow guidelines and implementing additional procedures as needed to provide a safe environment for everyone who participates on one of our trips. These added measures are being communicated to our guides and staff. We encourage guests to purchase travel insurance that will cover you in the event you or a family member become ill and cannot travel.

### **Guidelines**

Beginning two weeks prior to each trip we will be screening guests and guides in order to identify individuals for whom participation in a trip may not be advisable. "Screening" email reminders will be sent to each guest, two weeks and one week prior to each trip. We will need to trust in everyone's honesty and encourage all to err on the side of caution. Please contact us if any of the following might apply:

- Tested positive for COVID-19
- Traveled to a Level 3 or other country on the [CDC's COVID-19 travel advisory page](#)
- Under official quarantine
- Experiencing a high fever, continuous cough, etc. -[see the CDC's Symptoms page](#)
- Practicing self-quarantine due to contact with suspected infected individuals

### **Protocols**

As long as we don't bring it with us, we feel that the isolated outdoor setting of our trips and small groups is not particularly conducive to the spread of disease. Sanitation has always been a top priority for our trips and the standard use of bleach solutions and bleach wipes for dining and food-preparation surfaces and utensils will be enhanced. We believe that handwashing is the most important aspect of our sanitation procedures and multiple hand wash stations will be set-

up and will remain stocked around camp. Our rental gear sleeping bags, tents and pads are professionally laundered after each use. Other equipment such as life jackets, paddle jackets/pants and other items will be cleaned with a bleach solution after each use. Other gear will be cleaned as needed such as paddles and etc. We will depend on everyone to be hyper-vigilant about hygiene and hand washing on every trip.

[CDC Guidelines for protecting yourself](#)

[Malheur County, OR \(Owyhee River Trips\)](#)

[Oregon Health Authority](#)

[World Health Organization](#)

### **Covid-19 Cancelation Policy:**

For those who need to cancel their reservation within 30 days of a trip due to COVID-19 related issues, a full credit will be offered for the same or any other future river trip. The credit will be valid for any trip during the 2020 & 2021 rafting seasons.

#### **COVID-19 Cancelation Policy for Multiday Trips in April and May:**

- 60 or More Days in Advance: Full refund of all payments.
- 30 to 60 Days in Advance: Deposit held as credit. Any additional payments will be refunded.
- 30 or Fewer Days in Advance: Full credit towards future trip.

#### **COVID-19 Cancelation Policy for Multiday Trips in June and Beyond:**

- 60 or More Days in Advance: Full refund of all payments. (Lodge trips may incur more, depending upon deposits to lodges)
- 30 to 60 Days in Advance: Deposit held as credit. Any additional payments will be refunded. Or full refund minus a \$25 per person fee.
- 30 or Fewer Days in Advance: Full credit towards future trip. Or full refund minus a \$50 per person fee.

During this time, we encourage our guests and staff to take common sense and reasonable actions to help prevent the spread of this further. We will be following the CDC and WHO guidelines and monitoring local resources as well. We encourage to you to do the same and keep yourself informed.

We want to provide a safe and gratifying trip to everyone that chooses to travel with Oregon River Experiences. If you have any questions or concerns, we would be happy to take your calls or emails. At this time, we are not cancelling any of our scheduled, booked trips.

With great appreciation and thanks,

Oregon River Experiences  
Joel Swartzmiller & Todd Gilstrap

### **Oregon River Experiences**

16869 65<sup>th</sup> Ave #251 Lake Oswego, OR 97035

office: 503-563-1500

email: [info@oregonriver.com](mailto:info@oregonriver.com) web site: [www.oregonriver.com](http://www.oregonriver.com)