



Adventures Out West Policies

AOW Activity Cancellation Policy

When you make a reservation, Adventures Out West agrees to hold staff and equipment available for your use. Often times, this means turning other guests away for the same date/time. We require 24 hours notice prior to your activity departure to change activity dates and seven (7) days notice prior to cancellation to receive a full refund.

Guests cancelling their reservations within 24 hours of the activity departure or who are a "no show" the day of their activity, are considered non-refundable. Please notify us by phone at 719-578-0935 if you need to reschedule or cancel. Emergency cancellations will be considered by Adventures Out West on a case-by-case basis.

AOW Activity Risk Statement

All of Adventures Out West's activities take place in an uncontrolled outdoor environment with inherent risks. Adventures Out West cannot foresee all scenarios that may impede an otherwise successful experience. Activities take place at or above 6500 feet in elevation and involve our guests, Mother Nature, man-made vehicles, and the environment, including plants, animals, mud, rocks, streams, other vehicles/people, weather conditions, etc. – all can affect the outcome of your adventure.

All guests must wear closed-toe shoes for our activities. Guests should dress in comfortable clothing and in layers. All outdoor activities are subject to weather, and the weather can change quickly in Colorado. If on the day of your activity, the weather conditions do not permit a safe experience, your adventure will be cancelled by the Adventures Out West staff and you may choose to reschedule or receive a full refund.

All guests should stay well-hydrated and use sunscreen. Our guides are well-trained tour professionals but are not medical professionals. **Guests need to be in a sturdy physical condition for any adventure activity and should have no recent injuries.** Guests should consult a physician with any questions about their ability to participate in the activity. If there is a medical situation during an activity, our staff will assess the circumstances to the best of their ability, and dispatch 911 if needed. Our equipment is impeccably maintained, but mechanical breakdowns can and do occur from time to time. Rescue times may be long and are part of the experience. If an activity is curtailed due to a medical situation or mechanical breakdown, pro-rated refunds may be negotiated on a case-by-case basis at the discretion of Adventures Out West.

Guests will be required to sign waivers before participating in any of our activities. If a guest chooses not to participate, a full refund will be provided. The Adventures Out West staff reserves the right to refuse service and refund any guest on any activity, particularly in the interest of safety.