

# Frequently Asked Questions

## Before Your White Water Rafting Adventure

### **What sets WRA apart from the rest?**

Everything! It may sound like a bold statement, but we encourage you to do some research on other outfitters on the Lehigh River. We're sure you'll find there isn't another company out there that matches our standards of customer service, professionalism (on and off the water), quality of equipment, facilities, safety, and staff!

### **What is included in the trip price?**

We provide you with our knowledgeable and talented river guides, commercial grade six-person rafts, life jackets, paddles, bailing buckets, a waterproof lunch container, a free shuttle both to and from the river, free parking (buses are welcome), modern facilities including a full-service restaurant, well-stocked store, heated changing rooms and hot showers.

All of our rafting and paintball adventures also include a **FREE** Hot Dog BBQ. It's a great way to finish your day with us!

### **Is rafting safe?**

As with any outdoor activity, there are inherent risks. Although safety cannot be guaranteed, the entire Whitewater Rafting Adventure staff makes your safety their top priority and it shows!

### **Which trip is right for me?**

When choosing a trip for you and your group, there are three primary factors to consider: Your desired level of adventure, your desired trip duration, and your location. Please use our Rafting Trip Finder or call our friendly, helpful staff 800.876.0285 and let us help you choose your perfect Whitewater Rafting Adventure. Remember, when choosing your trip, please be realistic about everyone's abilities and be sure to ask questions of our staff prior to booking. For other factors to consider when choosing your trip, please see our Rafter Responsibilities page.

### **Are reservations required?**

Reservations are not required, but are highly recommended. We do accept walk-ins for all of our trips, based on availability.

### **How do I make a reservation?**

You can book a rafting reservation online or you can call our toll-free number 800.876.0285 and talk to Mary, our knowledgeable and friendly, reservation specialist. She is more than happy to answer any of your questions and can assist you in

choosing your perfect Whitewater Rafting Adventure.

### **What is WRA's cancellation policy?**

Cancellations made more than 21 days prior to the departure of the trip will receive a full refund. Reservations canceled between 7 to 20 days of the trip departure will receive a full refund, less a \$10 per person processing fee. Reservations canceled within 7 days of the trip departure will receive no refund - this applies to no-shows and late arrivals as well. It is your responsibility to be at your trip's designated office at the scheduled check-in time. There are no exceptions to this policy so please remember to account for weather conditions, traffic, construction, etc.

### **Do you offer group discounts?**

Of course, when it comes to rafting the Lehigh, the more people you bring the more fun you will have! We offer some of the best group discounts on the river! Please check out our Groups page for more information.

### **Are there any additional charges?**

WRA charges a \$2.00 per person Insurance fee. All Taxes and River Access fees are included in our base price. Rafting guide gratuities and optional rental equipment are not included in the trip price.

### **What are WRA's GPS coordinates?**

You can either of the following:

101 W. Adventure Trail Road, Nesquehoning, PA 18240  
Latitude: +40° 52' 14.46" Longitude: -75° 47' 22.34"

## **During Your White Water Rafting Adventure**

### **When should I arrive?**

Once your reservation is confirmed you will be provided with a check-in time. Please arrive at our Adventure Center no later that time. Feel free to come even earlier as we have a wonderful restaurant (Red Rock) on site as well as a pond side picnic area to enjoy a snack or take in the beauty around you.

### **What should I wear?**

For warmer days come prepared with a towel, swim suit or quick-drying shorts and sandals with a heel strap, old sneakers, or water socks that you don't mind getting wet. For cooler days, it's a good idea to bring some extra layers, but be sure to avoid cotton as it will keep you cold and wet. Keep in mind that we also have a large selection of wetsuits, Farmer Johns, padding jackets, half-suits, mitts and neoprene boots available for rent.

### **Do I need to know how to swim?**

No. All of our guests are fitted with Coast Guard approved Type V life jackets that are designed to keep you afloat in the event that you find your self out of the raft. You will also be accompanied by trained guides who will be there to assist you if needed.

### **How many people go in a raft?**

The number of people per raft can vary from trip to trip. However, all of our rafts can comfortably accommodate six guests.

### **What do the rapid ratings mean?**

Rapids are rated on a scale from Class I through Class VI and are as follows:

- Class I: No significant waves or obstacles
- Class II: Rapids with regular waves, clear passages and wide channels.
- Class III: Irregular waves and narrow channels. Maneuvering to avoid obstacles is required.
- Class IV: Intense, but predictable rapids requiring precise maneuvering, with some unavoidable waves and tight passages.
- Class V: Long, and or violent rapids with large drops, unavoidable waves, and tight channels requiring precise maneuvering.
- Class VI: Virtually non-navigable, or navigable only at particularly favorable river levels.

### **Can I bring my camera?**

If your camera is not waterproof, we do not recommend bringing it on the trip as because it will probably get wet! However, reusable waterproof cameras are available for sale in our retail shop and are ideal for taking on rafting trips. Also, please keep in mind that we have a photographer who will be taking pictures of your raft during your trip and will be available for viewing and purchase immediately following your trip.

### **What if the weather is bad?**

Our trips leave as scheduled, rain or shine. In the event of extreme weather conditions, we do reserve the right to alter your trip.

### **Is lunch included?**

A fantastic, riverside box lunch can be pre-ordered for all of our adventures. You have a choice of turkey breast, ham or a vegetarian sandwich with provolone cheese, lettuce & tomato on a fresh roll.

# **After Your White Water Rafting Adventure**

## **Are gratuities acceptable?**

Absolutely. If your guide contributed to your enjoyment of the day, gratuities for guides are acceptable and greatly appreciated. And we'd love to hear about it as well. Our guides are some of the most important people on our staff and we want to know when they are doing a great job.

## **Can we purchase souvenirs?**

Absolutely! We have a first-class retail shop stocked with a wide variety of T-shirts, sweatshirts, hats, snacks, drinks, etc....come on in!