

Group Planning Organizer

cocoakayak.com

Cocoa Kayak's Recommendations for Group Trip Planning:

This organizer is to help you and your group prepare for your Swatara Creek trip. Please read this guide and use it to help organize your group. If you have any questions, contact us, we are here to help!

Plan Ahead: Get your group together ASAP, decide on a date, and call us at 717-756-5766 to schedule your group's reservation.

- Choose a trip, see our "Trip Choices" descriptions on our brochure or website
- Check Available Dates- on your calendars and our website's "Booking" page
- Get initial count of participants
- Calculate total group cost w/discount (10+ participants), shuttle, plus guide and lunch options from "Prices" page of brochure or website
- Decide if your group would like boxed lunches on your trip (specific lunch box menu choices will be made closer to your trip date)
- Make a reservation, if needed, include # of boxed lunches w/reservation
- Use our website's "Links" page to find area attractions, food, lodging

Get the Ball Rolling: Collect money from everyone who decides to join the outing. It is easiest to collect payment in full at one time. Let people know your reservation becomes 100% non-refundable when you're less than 3 days from the trip date.

- Use our organizer keep track of your group by listing names and money collected
- Our cancellation policy for groups is as follows:

More than seven (7) days prior to trip date, deposits are 100% refundable less \$10 processing fee. Three (3) to seven (7) days prior to trip- 50% refund. Less than three (3) days prior to or day of trip - cancellations will be charged 100% of trip cost.

Important Tips 2-Weeks Before Trip Date:

- Confirm your final head count AND communicate any changes (increase OR decrease) in participants to Cocoa Kayak Rentals as soon as you are made aware. Final participant count is required 10 days before your trip. If you'd like to add people to your trip, give us a call, we can sometimes do so up to the day before. This helps us to staff your trip and reserve equipment.

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- Please let us know of any special needs, medical or otherwise before the trip.
- If ordering lunch, select and submit specific order for boxed lunches. These choices vary each season, so we cannot list them here. Vegetarian meal options are available, and you must make us aware of any true food allergies.
- Let us know if you'd like our photographer to take your group's trip pictures/video, this charge is handled separately, and a price table is available. Just let us know within 2 weeks to ensure availability.
- Download CK Guided Liability Waivers from our websites Home page, if group consists of any minors, please give adequate time to allow for their parent or guardian to sign and return to you prior to the day of your trip. Bring liability waivers day of trip!
- Understand our cancellation/refund policy:
 - More than seven (7) days prior to trip date, deposits are 100% refundable less \$10 processing fee. Three (3) to seven (7) days prior to trip– 50% refund. Less than three (3) days prior to or day of trip - cancellations will be charged 100% of trip cost.
- If you are arriving by bus, please let us know ahead of time in order to give your driver the most accurate directions.

Hold a Pre-Trip Meeting 1-Week Before Trip Date: “everyone ready for fun!”

- Share trip itinerary- directions if meeting separately, location(s), time table, transportation plans for all participants, and weather forecast
- Review our “Weather Conditions Policy”, as changes in weather and creek conditions can occur between booking and the day of your group's trip.
 - Trips will run rain or shine--we reserve the right to modify or cancel trips when severe weather and creek conditions are determined unsafe by Cocoa Kayak's management. If this occurs, Cocoa Kayak will reschedule your trip OR refund your deposit in full.
- Download, distribute and review our recommendations for individual's to prepare for a kayak trip, “CK Customer Trip Prep” pdf on our website's home page.
- If you're providing your own transportation to the launch site, we recommend car-pooling as space may be limited and we believe in leaving a small ecological footprint.
- Let's have some FUN!