



TN Outdoor Guides FAQ

- **How do I book a tour?**

To reserve your spot go to our [Guided Adventures](#) page. Instructions can be found in the same location. Once you complete your booking you will receive a confirmation email with details about your tour. If you have any issues booking or any questions please [Contact Us](#). We will also respond to messages on our Facebook page. Please note by booking you are agreeing to our [Waiver Form](#).

- **How safe are the kayaking tours?**

Safety is our top priority! We strive to keep our kayaking tours as safe as possible for beginner and recreational paddlers. Everyone regardless of experience level will be given a safety briefing prior to launch. While we have not had any significant injuries on our tours, we are prepared. We keep first aid kits on hand and we use a Garmin Satellite messenger to communicate to first responders in the event of an emergency situation. Our guides carry type IV throwable PFD flotation devices that are US Coast Guard approved as well as water rescue throw bags. Also our guides are trained in CPR and First Aid.

- **Do I have to wear a life jacket?**

With everyone's safety in mind, we expect everyone on our tours to wear their life jacket. Remember life jackets float, you don't! There are too many situations and factors that can occur on the water that can put you at risk of drowning and having your life jacket on decreases that risk significantly. We will provide a standard US Coast Guard approved life jacket for you but if you have a personal one you prefer please bring it. Just make sure it's US Coast Guard approved.

- **Is alcohol allowed?**

Alcohol is not allowed on our Burgess Falls tour due to being in a state park when we are at the bottom of the falls.

Our guides are not allowed to drink alcohol before or during any tours.

We do not encourage alcohol use on our other tours. Remember there are many dangers on the water and being impaired can result in poor judgement.

Also keep in mind you have to drive home from our meet up point at the conclusion of the tour and drinking and driving is illegal.

- **How long does the tour last?**

Burgess Falls: The time from launching our kayaks to pulling out of the water typically runs about 4 hours. This does not include shuttle time to and from our parking area. The tour is out and back and paddling is approximately 2 miles there and 2 miles back for a total of 4 miles.

Calfkiller River 7 mile tour: Time on the water for this tour typically runs 4-6 hours not including shuttle time. This tour is point to point.

- **How many spots are available on a tour?**

Our trips allow for a maximum of 13 guests.

- **What should I bring and what's included with my purchase?**

Items you should bring include: sun screen, towel, pack lunch, snacks, water, sunglasses and hat (optional), and water shoes that secure well to your feet such as chaco's or keen's (flip flops are not a good idea).

Kayaking tours include your kayak, paddle, life jacket, guide, and transportation from our parking area to our launch site.

- **How old do you have to be to attend a tour?**

Our age limit is 8 years old and above. We recommend booking one of our tandem kayaks for kids 8-12 years old. However, you may know best if your child is capable of completing this tour without assistance.

- **Can I bring a rock or piece of drift wood home as a souvenir?**

Believe it or not this situation has come up before. We promote Leave No Trace ethics on all our tours. With that in mind, we expect all our guides and guests to be good stewards of the environment around us. This includes disposing of waste properly, leaving items such as rocks and sticks undisturbed so we do not disrupt the wildlife environment, respecting the wildlife by viewing from a distance to minimize disturbance, and being considerate of others. Please click on the [7 principles of Leave No Trace](#) to learn more.

- **What is your Weather policy?**

Tours typically go rain or shine. However, we may choose to cancel any tour due to hazardous weather conditions. Due to weather forecasts changing dramatically in short time frames, we make the final decision in the morning of the trip by 6AM and we will send information out via email and text if there is a cancellation. In the event of a real weather-related cancellation you will have the following options:

Option 1: A full refund of your booking cost.

OR

Option 2: A rain check that is valid for up to one year past the original booking date.

- **Do you accept tips?**

Tips and donations, while not expected, are welcomed and appreciated. If you feel your guide did an excellent job, your experience was amazing, and you want to show a little extra gratitude, go for it! You may tip your guide individually through Venmo on our [About Us](#) page by clicking on the tip jar button.

- **What is your cancellation policy?**

We are committed to providing you with the amazing experience you reserved. Due to limited availability on our tours, we also ask that you commit to honoring your reservation. However, we understand that plans can change due to unforeseen circumstances. The following are your cancellation options.

Option 1: If you provide at least 48 hours notice you may choose:

A. A rain check that is valid for up to one year past the original booking date.

OR

B. A 50 % refund of your booking cost

Option 2: If you provide less than a 48-hour notice you can choose:

A. A rain check that is valid for up to one year past the original booking date with an added \$15 booking fee.

OR

B. No refund will be issued.

No call no shows will not be refunded.