

HELLS CANYON
NORTH AMERICAS DEEPEST GORGE



Hells Canyon Adventures
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Dear Customers – Your River Reservation and COVID-19:

Our amazing customers and crew members have been weighing heavy on our minds over the last couple of weeks. We know that many of you have questions and concerns as you think ahead to your scheduled river trips, and we want to take a moment to let you know what our current plan is for the season ahead.

Starting today, we are placing a hold on all current reservations. No final payments will be collected until we can guarantee the trip will occur. If you chose to cancel your reservation, we will refund your dollar amount in the form of a gift certificate. The gift certificate will not expire, can be applied to any trip we offer, and is transferable if you decide to gift it to a friend.

We will take the next 30 days to continue to monitor and further evolve our plans for the season based on information from the Centers of Disease Control, the World Health Organization, and our various outfitter associations. We have ever-evolving contingency plans for the season ahead, and tentative plans in place to cope with the varying levels of severity of impact of the virus. As your outfitters, we take pride in coordinating the details of your experience so that you don't have to. Please trust in us to do the same right now. Rest assured that our days have been, and will continue to be, consumed with planning and strategizing for the wide array of unknowns.

Thank you for being kind, decent, and understanding as our response to COVID-19 has continued to develop. These are incredibly trying times for all of us. We will be put to a true test of strength over the next weeks, months and even years ahead. I think we can agree that the unknown of this circumstance is one of the hardest parts. We as a family and a company recognize that how we choose to react and respond to this situation will undoubtedly become part of our legacy as we move forward.

One of our biggest concerns today is our amazing crew who make it possible to offer the wonderful river experiences. These outstanding men and women have dedicated a

huge part of their lives to introducing our guests to the wonders and magic of Hells Canyon. Each person on our staff is an important part of our family, and we will be working hard to continue to employ and support our crew through these uneasy times. We will be doing everything we can to make decisions that support both our crew and customers. Remember that they stand the chance of losing a large portion their livelihood in this public health emergency.

On a positive note, we feel lucky that we still have time before our river season starts. If the amount our lives have changed in the last week alone is any indication, things could look much different, hopefully for the better, a month from now.

We appreciate you giving us the next month to assess and make more informed decisions about river reservations for this season. What we CAN guarantee is that we will do everything within our power to take care of you, communicate with you, and make things right moving forward. We are committed to protecting our Hells Canyon Adventures staff, and their families. We are committed to staying on top of this situation and learning all we can about potential solutions moving forward. We are committed to taking care of our customers and maintaining those relationships for many more years to come.

This will eventually pass, and we look forward to once again enjoying Hells Canyon with you. In the meantime, please feel free to call or email Brandie directly with any questions or concern, (208) 257-4564.

Updates for the river season ahead will be periodically posted on our website, www.hellscanyonadventures.com.

Please also stay in touch with us through our Hells Canyon Adventures Facebook page for both important river news and fun photos and updates from the river <https://www.facebook.com/HellsCanyonTours/>

Thank you for your patience and support.

Mark Yates and the Hells Canyon Adventures Crew