



Animas Valley Anglers site <http://gottrout.com/>

Important info about Reservations, Deposits & Cancellation Policy

Here at Animas Valley Anglers, we would rather talk trout than business. However, it is important to be open and clear about our booking policies. We just want to remind our guests that guiding is a fantastic way of life, but it is the way our guides make their living. Our policy is based on this important premise.

We have established a fair but firm booking policy that protects AvA, the guides and the integrity of our occupation. We work with the best guides in the region and have back-to-back commitments with them. When you book a trip with AvA, you are contracting and reserving the guide and his services for the day(s) booked.

All reservations are held by a valid credit card (Visa or Master Card). Advanced deposits made by check can also be arranged.

In the rare event a trip needs to be cancelled, this is AvA's policy: There is no charge for a reservation that is cancelled more than 21 days from the trip date. Guests canceling between 10 and 20 days of the scheduled trip date will be charged a \$150 deposit/cancellation fee based on the number of days and guides booked. Guests canceling within 10 days of the trip will be responsible for the cost of entire trip. Clients that do not show on the day or days scheduled will be responsible for the entire guide fee. The only way to avoid the guide fee is to have someone (friend, family or colleague) take your place.

Guests can arrange to reserve the guide trip by sending a \$150 deposit by check; however a credit card will still be required to hold the entire reservation. In the event of a late cancellation the trip balance will be billed on the card if the trip is canceled within 10 days of the trip.

* To avoid missed communications, we accept two forms of cancellation. The first is hand written or typed notification received by USPS or other mail carrier. The second is person-to-person verbal statement of cancellation on the

phone to our booking agent or one of the guides. Email and voicemail's will not be accepted.

* Last minute reservations made within 10 days of the guide trip are welcomed. However, these reservations are non refundable. Guests will be responsible for the entire amount of the trip booked.

* Parties that arrive with fewer guests than originally booked will be charged for the original trip rate. Large group trips need to be paid for in advance. A valid Colorado or New Mexico fishing license as well as gratuity are not included in the price of the trip. Tax on trips in New Mexico is also not included. Payments made by credit card are subject to a 4% fee.

* We reserve the right to change the angling venue (fishing destination) at our discretion based on changing water conditions and weather situations. We are in the business of getting anglers into the best fishing situation, and we ask our guests to be open and flexible to their fishing experience with us. We fish rain or shine; cancellations based on weather are not acceptable.

* If there is an unforeseen AvA situation or problem prior to the trip, 100% of the deposit/cancellation fee will be credited back to the guest.

Animas Valley Anglers Licensing, Insurance, Bond and Permits

To be the best guide service in the Southwest AvA is licensed as a Colorado State Outfitter. AvA is also regulated and licensed by the Colorado River Outfitters License program. This ensures we are compliant on all river running rules and safety regulations. We are also insured, bonded and permitted in Colorado and New Mexico. Our permits cover New Mexico State Parks, BLM lands, the Division Of Wildlife in Colorado as well as permitted by the US Forest Service in the San Juan, Dolores and Rio Grande National Forests.

Under our Colorado Outfitters License (#2008) we are asked to send out a client/outfitter contract and confirmation before the trip. Clients that book a trip at the last minute will be asked to sign the contract and confirmation form prior to the days fishing. Our client/outfitter contract is sent via email, fax or postal service. We just ask that you fill it out, sign it and send it back to us.

Our booking policy along with all the regulations under our licensing gives our clients the peace of mind they have booked with a professional guide service that is in business for the long haul. Our booking policy also protects Animas Valley Anglers and the contracted guides that work with us.

Animas Valley Anglers accepts the following methods of payment

Payments are accepted in the form of cash, check, Visa or Master Card. Credit card payments, when made at the end of the trip are subject to a 4% fee. Save a couple bucks by bringing a check or cash. If a check has insufficient funds the credit card that was held for the trip will be billed, along with the 4% fee.

Animas Valley Anglers is licensed, bonded and insured in New Mexico and Colorado.
Colorado Outfitters Registration # 2008

Animas Valley Anglers rates are subject to change at any time. New rates will be posted at <http://www.gotttrout.com/GuidedTrips/Rates.html>

Questions, comments and bookings can be made to Animas Valley Anglers

office: 970.259.0484

Book a trip: <http://www.gotttrout.com/ContactUs/Contactindex.html>

e-mail a message: <http://gotttrout.com/ContactUs/Message.html>

We look forward to a day on the water with you, your friends and family as well as business associates.

Tight Lines,

The AvA Crew