

RAFTING EASY FAMILY

IMPORTANT INFORMATION BEFORE THE START OF THE ACTIVITY:

1. MEETING POINT AND ARRIVAL TIME:

[The Reception of the Labrca Tourist Centre, Tolmin](#)

2. SAFETY:

Your safety is our top priority, so please follow the instructions of the guides and all other Maya Team staff throughout the activity. Failure to follow the instructions of the guide or other Maya Team staff may result in an accident, which none of us wants. As already stated in Maya Team's General Terms and Conditions, we would like to remind you that, for safety reasons, this activity is not suitable for men weighing more than 120 kg or women weighing more than 110 kg.

3. ARRIVAL:

Your reservation is valid exclusively for the selected date, time and activity.

Arrival time:

- 15 minutes before the start of the activity if the full payment has been completed and the declaration of responsibility and shared responsibility has been signed
- 30 minutes before the start of the activity if the full payment has not yet been completed and the declaration of responsibility and shared responsibility has not been signed

If you arrive **more than 30 minutes after the agreed arrival time**, you will be considered to have missed your scheduled time slot. The activity will begin without you, your reservation will be forfeited and it will not be possible to transfer it to another time slot or receive a refund.

WHAT DO YOU NEED TO BRING?

- Please arrive already wearing your swimwear. Bring a towel and a change of dry clothes with you.
- If there are children in the group who received a discount, please bring a valid ID document for each of them.

4. ACTIVITY PROCEDURE:

The guides will provide you with all the necessary equipment, after which we will transport you to the starting point in one of our vehicles, where you will change into your wetsuit. Leave the dry clothes you are wearing in the van. Once you arrive at the starting point, the guide will carry out the safety briefing and explain all the important information required for the safe completion of the activity. After the activity, you will change back into your own clothes and we will transport you back to the Labrca Tourist Centre.

5. EQUIPMENT:

We provide all the necessary equipment: a wetsuit, neoprene jacket, neoprene shoes, life jacket and protective helmet.

Before the start of the activity, you will be welcomed by a licensed guide holding a valid Whitewater Rescue Licence – Programme C, who will provide you with safety instructions and explain how the activity will proceed.

6. PARKING AND CHECK-IN:

Parking is free of charge for our guests. Upon arrival, park your vehicle in our private car park and report to the reception desk. During check-in, please show this printed reservation confirmation or the reservation confirmation on your mobile phone.

7. **SOČA RIVER PERMIT** (Applicable only to guests who will arrange the permits themselves)
Before your arrival, you must purchase and activate a Soča River permit for the selected date of the activity. You can purchase the permit:
- via the [GO SOČA](#) website
 - or at the Tolmin Tourist Information Centre (Mestni trg 6, Tolmin).

Required sector when selecting the permit:

- **purchase and activate** permits for Sector 3 (Tolmin)
- The Municipality of Tolmin does not offer any discounts for Sector 3.

8. **ALCOHOL AND PROHIBITED SUBSTANCES**

The consumption of alcohol, drugs or any other intoxicating substances before the activity is strictly prohibited. Guests who are under the influence will not be permitted to participate, regardless of any advance payment. No refund will be issued in such cases.

9. **PHOTOGRAPHS**

During the activity, our guides or drivers will take several photographs.

We will be happy to provide these photographs to you free of charge and send them to your email address in exchange for a published review on [Tripadvisor](#).

You can also choose the paid **Premium Package at a price of €20**, which includes filming your activity using the latest Insta360 camera. After the activity, we will send you a link to the video, from which you can also save or print photographs.

Anyone wishing to purchase the Premium Package must inform us before arriving for the activity so that we can reserve the camera and prepare everything required.

10. **CONCLUSION – AFTER THE ACTIVITY**

Should you wish to stay with us for lunch or dinner after the activity, please let us know and we will arrange a reservation for you. Upon your arrival, a table will be reserved for the agreed number of people.

Thank you for placing your trust in us. We look forward to spending time with you and will do our very best to provide you with an unforgettable experience.

Kind regards,

The Maya Team

