

## **Wildwater Pigeon**

The Pigeon River's close proximity to the Great Smoky Mountains National Park, Gatlinburg, Pigeon Forge, Maggie Valley and Asheville provides an accessible exciting trip for the entire family. Our riverside facility has plenty of parking and is very convenient to Interstate 40.

Rafting Trips run May thru Labor Day. Pigeon River release days are Tuesday, Wednesday, Thursday and Saturday. Canopy Tours run late March to late November.

You can pair your rafting trip with a jeep tour through the mountains, lunch and a canopy tour over the river. These Pigeon packages are very popular because you can pack many activities into one outing.

## **Upper Pigeon Rafting**

The Upper has five miles of intermediate class III and class IV rapids, which provide a fun, fast-paced whitewater run through rapids named Powerhouse, Big Rock, Roller Coaster, Lost Guide, and Double Reactionary. Minimum age 8.

## **Lower Pigeon Rafting**

Fully guided trips on the lower section of the Pigeon River are a great introduction to whitewater fun for anyone from four years old to seniors. The lazy rapids will challenge those with no whitewater experience while showing off breathtaking views of the Smokies. Minimum age 4.

## **Jeep Tours**

Fully Guided ride down the roads that the moonshiners once traveled. We'll drive along Big Creek and rise to the mountain ridges overlooking the National Park and past famed Rocky Top Mountain. The tour will take you back through time to visit an Appalachia you've only heard of from books or movies. (Minimum weight 40 lbs.)

## **Pigeon River Canopy Tours**

The Pigeon River Zipline Tour has 7 zips including 2 zips across the Pigeon River. The Waterfall Gorge Tour with 12 zips, 4 bridges & Cliffhanger. The last zip for both tours is 1300' long and 120' high! Every Canopy Tours begins with instruction and practice zips. Must be at least 10 years old and weigh between 70 and 250 pounds.

## **Pigeon River Dog House**

Join us before or after your rafting, zipline or jeep tour for a delicious and filling hotdog, BBQ sandwich, wraps and ice cream. Located in the Pigeon River Canopy Tours cabin, it is a short walk from any of your Pigeon activities.

## **Directions to Pigeon River & Canopy Tours**

3555 Hartford Rd.

Hartford, TN 37753

Reservations Phone: 866-319-8870

Local Phone: 423-487-3307

GPS Coordinates: 35 49' 10 N 083 08' 53 W

Wildwater Pigeon River is located off Interstate 40 at Exit #447. 1 hour west of Asheville, NC. 1.5 hours East of Knoxville and 1 hour Northeast of Pigeon Forge.

## **How to Dress for Whitewater Rafting**

### **Cooler Weather**

- Complimentary spray jackets
- Wool or synthetic (polypropylene) garments will help keep you warm when wet
- Cotton will leave you wet, cold and clammy. **DO NOT WEAR COTTON**
- A good wool cap can help significantly, 40% of heat loss is through the head
- Wool socks are also recommended if you don't have neoprene booties
- You will need a strap, Chums or string if you wear prescription or sunglasses
- Be certain to bring a change of clothes and a towel. (We have showers)

### **Warm Weather**

- Bathing suits or shorts
- T-Shirt, 50/50 better than 100% cotton
- Tennis shoes or sport sandals (no flip-flops)
- Sunscreen - The water reflects and enhances the chance of sunburn
- You will need a strap, Chums or string if you wear prescription or sunglasses
- Be certain to bring a change of clothes and a towel. (We have showers)

Our river store has Chums, sunscreen, t-shirts, sport sandals, towels and other necessary items should you forget them.

### **The Risks and Responsibilities of Rafting & Canopy Tours**

While Wildwater Ltd., Nantahala Gorge Canopy Tours, & the managing agencies set a minimum age and/or weight for trips, you must also evaluate your own fitness level. Participating in outdoor activities involves inherent risks, and can be physically demanding. If you are seriously overweight or have special medical conditions, you should consult your physician before participating. You cannot go if you are pregnant. All Guests go at their own risk and are required to sign a waiver of liability.

### **Alcohol**

Wildwater reserves the right to refuse to accommodate anyone under the influence of alcohol or drugs (which may impair abilities on the activity). We will not hesitate to remove them from the activity without refund.

### **Liability**

Wildwater provides high quality equipment and staff is professionally trained for your well being. However, each person must evaluate their own abilities, readiness and is responsible for their own liability, you will be required to sign a waiver prior to the start.

### **Reservations Policy**

Call 800-451-9972 or go Online to check on availability and trip times. If the day and time of your trip is important, make your reservation immediately as dates do fill up. For groups of 9 or less, telephone reservations made more than two weeks away will be held for seven (7) days pending receipt of full payment. For groups of 10 or more, telephone reservations made more than 30 days away will be held for (7) days pending receipt of a deposit payment equal to \$20 per person, with the balance due 30 days prior to trip date.

### **Cancellations and Date Transfers**

Please make sure everyone in your group knows canceling or rescheduling can result in penalties. If we have to cancel a trip for safety reasons a full refund will be given.

### **Cancellation Guarantee**

Wildwater introduces an exclusive service to our Guests. Freedom to change your mind and no pressure if you have to cancel or reschedule.

- Full Refund except for Guarantee Fee for any reservation cancelled by 1pm the day before their Activity or Lodging.
- Full Credit in the form of a Voucher or Wildwater Adventure Dollars for any Activity or Lodging cancelled the same day scheduled. Prior to Activity Start time.
- A 7.5% Fee will be charged on the reservation. This is non-refundable.
- Freedom to reschedule is unlimited as long as it is done before activity starting time for any reason including weather.

### **Standard Cancellation**

Industry Standard policy for a contracted service between a customer and provider. Just like buying a seat on an airplane, Guests purchase an opportunity to ride at a specific time and place.

- Full Refund except for one \$10 reservation fee for any reservation cancelled 14 days in advance.
- \$20 per person cancellation fee for any activity cancelled between 14 and 7 days before the activity.
- No refund for any reservation cancelled less than seven days before their activity date.
- Rescheduling will be treated as a cancellation.
- No refunds for inclement weather, unless Wildwater cancels the activity.

Anyone wishing to request special treatment or changes to any policy may complete an "Exception Form" to be submitted to the CEO for a decision. There must be extenuating circumstances; car trouble, death in the family, documented illness, etc. Notification to Wildwater must have been made shortly after incident, not at check-in. Supporting documentation is required.