Policies & Risk Management

Eligibility

Eligible participants in Outdoor Recreation activities include active duty members, dependents of active duty members, reserve members, DoD contractors, veterans, foreign military stationed at Nellis Air Force Base, and retired military. Some activities may have specific target demographics to offset pricing and may limit registration to target groups such as through the Recharge for Resilience Program.

Registration Policy

Registration for Outdoor Recreation activities must be paid in full at the time of registration.

Refund Policy

Full refunds are provided for single day activities with 72 or more hours' notice prior to trip departure date.

If cancellation occurs *within* 72 hours of trip departure, a refund will only be authorized for the following reasons: PCS/TDY orders (copies must be presented); family emergencies (verified by Commander or Doctor); or last minute active duty military work assignments (verified by Commander).

For multi-day activities, a refund may not be authorized following the pre-trip meeting, however, we do understand that things change and we will do our best to help. If your plans change following the pre-trip meeting, we will attempt to re-book your registration. Rebooking would allow us to fill your spot and provide you with a full refund for the activity. If we are unable to fill your spot, then a refund is only provided for the following reasons: PCS/TDY orders (copies must be presented); family emergencies (verified by Commander or Doctor); or last minute active duty military work assignments (verified by Commander).

Cancellation Policy

Outdoor Recreation reserves the right to cancel activities for any reason. When Outdoor Recreation cancels an activity, participants will be offered the option to transfer their registration to a future trip (based on availability) or receive a full refund.

Paperwork

For every Outdoor Recreation activity each participant will be required to fill out a Waiver and Assumption of Risk form. This form is included in the Program Packet under the "Forms" section. A unique form must be filled out for each participating member, both minors and adults.

Some of our activities are contracted through a vendor to facilitate the trip. The vendor **may have additional forms** that are required. These forms may be sent out via electronic mail or text, or may be filled out in person at the vendor site. These forms are separate from the Outdoor Recreation Waiver and Assumption of Risk form and operate exclusively from one another.

For in-house Outdoor Recreation activities that incur higher risk throughout the Outdoor Adventure component, a Health and Medical Disclosure Form is encouraged which provides a statement of present health. This form is not mandatory, but may serve to provide quicker and more appropriate medical treatment in the case of injury while participating in an Outdoor Recreation activity.

High Risk Activity Memo

It is the responsibility of the active duty member to coordinate with their respective Squadron to have on file a High Risk Activity Memo. Outdoor Recreation does not verify that individuals have a High Risk Activity Memo on file prior to registration or participation.

Inclement Weather

Due to the nature of Outdoor Recreation activities, participants will be exposed to the natural environment. Adverse conditions may include heat, cold, rain, snow, and any mix of natural weather. We monitor weather regularly and plan our activities around the best information we have. However, inclement weather may occur while on an ODR activity. In these instances it is up to the Trip Leader's judgment to continue or to end an activity due to safety concerns. Refunds may be provided based on the Outdoor Recreation Director's discretion for activities in which weather caused the trip to end.

Late & No-Show

A no-show is considered any participant who does not arrive at Outdoor Recreation or to the pre-arranged meeting location prior to the trip's departure. This can be prior to the trip (not getting to ODR on time) or during a trip such as missing a pre-arranged departure time from a vendor (following individual activities and missing the group's meet-up time at a location ex: missing the departure of the ski shuttle from the resort to return to base).

When a customer no-shows they forfeit their registration and are not permitted a refund. Please see the refund section for more details.

If a customer no-shows at a designated meeting location while on an Outdoor Recreation activity such as a ski shuttle, they will be contacted on the number provided on the trip roster and/or through the Health and Medical Disclosure Form. If contact is not established and a customer is more than 15 minutes late the group will depart on time and you will be considered a no-show. Outdoor Recreation will contact our First Shirt to coordinate with your Squadron First Shirt to transfer responsibility to facilitate your return.

Participants who anticipate arriving late due to unforeseen circumstances are expected to message the Trip Leader through the provided cell phone number sent out in the trip email. Outdoor Recreation builds a 15 minute buffer into departure times. Please message or call to inform the Trip Leader if you will be between 1-15 minutes late. If you will be more than 15 minutes late, the trip will depart on time and you will be considered a no-show for the activity.

Outdoor Recreation does not provide courtesy calls for late participants who have not arrived at ODR prior to the trip's departure from base.

Personal Equipment

Outdoor Recreation will provide the necessary group gear to facilitate the activity. For certain events, some personal gear may also be provided. In instances where personal gear is not provided, a suggested equipment packing list will be provided in advance.

Outdoor Recreation works with appropriate vendors to procure up-to-date, modern, and industry best gear to support all activities. This gear is stored, cared for, and inspected to meet industry best practices. As such, specific equipment such as rock climbing equipment must meet UIAA/EU/CE standards for safety.

Participants are permitted to provide their own equipment for any Outdoor Recreation activity unless otherwise mentioned. This equipment will be inspected by ODR staff to ensure it meets industry standards. In the event where the staff deem the equipment is unsafe or inappropriate for use, participants will be provided Outdoor Recreation equipment for the duration of the activity.

Generally, participants should plan to show up to activities with the expectation that all equipment will be provided. It is best to wear athletic, non-cotton style clothing that is suitable for an outdoor environment and close-toed shoes. A weather link will be provided in the trip email for tracking purposes and participants are expected to monitor weather and prepare accordingly.

In instances where a customer arrives with improper footwear, clothing, food, or water they may be excused from participation by the Outdoor Recreation staff for safety purposes.

Essential Eligibility Requirements

Certain activity types have essential eligibility requirements for participation in the activity. These essential eligibility criteria are outlined under the "Essential Eligibility Criteria" section of your Program Packet. Through your registration and participation in the Outdoor Recreation activity you are agreeing that you have met the criteria for participation.

If at any time your performance while on an Outdoor Recreation activity demonstrates that you are not eligible to participate you may be excused from participation due to safety concerns.

Expected Behavior & Challenge by Choice

Outdoor Recreation operates under the **Challenge by Choice** notion where participants are free to choose their own level of challenge. At no time are participants required to go past their physical or mental ability. At times, Trip Leaders may challenge the participant to push beyond their perceived limits, but the participant has the final say as to when to cease engagement in the activity.

Participants are expected to interact with one another in a respectful manner. As many programs are open enrollment, our activities are composed of individuals with varying backgrounds, identities, abilities, religions, beliefs, ages, genders, and more. A culture of dignity and respect is to be maintained throughout the duration of the activity. If at any time a customer observes something that falls outside of a culture of dignity or respect, they are asked to notify the Trip Leader(s) who will address the situation. If a resolution can not be established, Trip Leaders may excuse a customer from participation in the activity for any reason.

We do not differentiate between Officers and Enlisted or through rank as many military members participate in ODR trips and activities for recreation, relaxation, and to disconnect from the day-to-day. In instances where one customer is in the chain of command of another, they are permitted to continue the military custom of using "Sir" or "Ma'am". Otherwise, rank will be removed and attendees will interact with each other using personal names.

Self Drive Policy

Self driving is permitted on certain activities, however we prefer that all participants ride in an ODR vehicle. Anyone who wishes to drive themselves must let ODR Admin know prior to the trip date. Outdoor Recreation is not responsible nor liable for any accidents and issues that occur until you are on-scene with our group. You understand that by driving yourself it is your responsibility to meet with our group and to be at the location on time or you may be excused from participation in the activity.

Risk and Safety Management Plan

Department of Air Force Instructions; 34-101

Nellis Air Force Base - Outdoor Recreation Operating Instructions