



# "Mixed" Manual

*This notice aims to explain how mixed reservations work (canoe option Indian camp), how the operation is adapted to groups and the elements to know to optimize the logistical organization of your "mixed" service.*

*The "mixed" services are not defined by a particular formula, although some canoe formulas are more suitable (1 day Ballad formula and Afternoon ballad). The important thing is the mode of operation of the reservation and the general organization of the service.*

*The canoe charter ( **Consult the charter** ) is opposable to all participants, if your project is different from the charter, we will not be able to welcome you.*

*The Indian camp regulations ( **Consult the Indian camp rules** ) apply to all Indian camps.*

*How is a mixed booking handled?*

*The reference contact*

*Editing an estimate with a planned team*

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## **The mode of operation of the "mixed" reservation:**

**Reference contact:**

**Who is this ?**

**The reference contact corresponds to the person who made the quote or reservation request.** Having knowledge of the exchanges and ensuring the follow-up of the request, this person is the best able to interact with the Canoës du Ried in the event of modifications, cancellations, etc.

By informing us, it is possible to designate a new person of choice if all the information is transmitted to this new reference contact

## His role:

**Organize** with us the smooth running of the service by providing us with various information such as the number of participants, the choice of equipment in particular situations (for example: *odd number*) or the addition of options. Ensure the follow-up of the payment of the deposit and the finalization of the team.

**Transmit information:** During the reservation request, we transmit a lot of information (*meeting times, navigation recommendations, Indian camp regulations, canoe charter, etc.*). He must pass them on to all participants. He must also ensure the follow-up of the reservation, in particular informing us of team changes or any changes.

**Registration :** Only the reference contact can carry out the registration of his team because he knows all the terms of his reservation and can quickly find a solution with us in the event of modification or unforeseen circumstances.

**Inventory:** The reference contact is in charge of carrying out the entry inventory, the deposit of deposits and the exit inventory.

**Payment:** During registration, the overall payment for the service must be made by the reference contact using different means of payment which may be different, subject to not constituting a centralization of individual payment. The goal here is to save time when registering.

## Editing a quote:

### The planned team:

**Basis for editing the quote:** During the request, in order to be able to edit a quote, we must define a planned reservation orientation.

**Certain information:** For this, the reference contact must send us a maximum planned team with the following information:

- Number of adults
- Number of navigating minors (12 – 17 years old)
- Number of non-navigating minors (7 – 11 years old)

*More information on the detail of the categories: [Find out more](#)*

*Minors are accepted accompanied by their legal guardian from the age of 7, knowing how to swim and immerse themselves.*

**An envisaged maximum:** The planned team is an envisaged maximum. It can no longer be revised upwards because depending on the forecast sent, places will be blocked on our schedule, the places still available will be allocated to other requests.

**Define the reserved camp area:** Our base is equipped with several areas of Indian camps adapted according to the number of people envisaged (*Micro Indian camp: 4 to 8, Small Indian camp: 10 to 16, Large Indian camp: 20 to 32*). Therefore the planned team defines the assigned area.

**Be careful not to overestimate** the projected team: based on this number, an estimate will be drawn up with pricing that may be affected by a discount. ***To define this discount, we take into consideration the number of participants and other parameters. Following various abuses, if the final team corresponds to a reduction of more than 15% of the planned team, the discount is likely to be revised.***

**An overestimated team: booking of an unsuitable camp area:** Upon receiving a request from a planned team, we allocate a camp area, the other camp areas remain available for booking and other requests

concerning the reserved camp area by the team are refused. Consequently, if the final team makes the allocation of the camp area unsuitable, without the possibility for us to allocate a smaller area, ***the rental of the camp area will have to be changed to a lump sum corresponding to the minimum per area (Micro camp : 4, Small camp: 10, Large Indian camp: 20).***

**Carry out a follow-up:** Defining a provisional team can be difficult; the objective is within the framework of a group you do not know the team at the start, to block “certain places” and then refine your team. But if during the first feedback from your planned team, you realize that your forecast is clearly overvalued: **inform us to revise your forecast downwards and not unnecessarily block places.**

### The estimate:

**Based on the planned team:** Based on the planned team, we issue you a corresponding quote.

**Validity date:** The estimate includes a validity date, beyond this date, if the estimate has not been validated by the payment of the deposit, the request is considered abandoned. Nevertheless, we may be asked to postpone the validity of the estimate before its validity has expired.

**Defined the deposit to be paid:** In order to validate the reservation, it will be necessary to pay a deposit by bank transfer which is defined as 30% of the published estimate.

### A validation by the payment of deposit:

#### The deposit:

**Defined by the estimate:** The deposit to be paid to validate the group reservation corresponds to 30% of the estimate published on the basis of the planned team.

**Validation of the service:** To engage our company in the realization of a service fixed on estimate, the deposit must be versed. Due to abuse of reservations, this system has been put in place.

**Special cases:** Some entities cannot pay a deposit due to their legal structure: administration, armed forces, public companies. These entities will commit via a signed purchase order.

**Constitutes a minimum:** In the event that the projected number of participants is greatly overvalued compared to the final team, the final service cannot be lower in its invoicing than the amount of the deposit.

**Non-refundable:** The deposit is non-refundable, only assignable to a postponement date according to the notice of the *Cancellation Memento* .

**Payable by bank transfer:** The IBAN is available on the estimate sent below the address of our company.

### The notion of final team:

#### The final team:

**Invoicing basis:** The final team transmitted by the reference contact corresponds to the team reserved for the service. Unless the Notice of *Cancellation Memento* is respected, it will be the basis for invoicing the service. Team changes occurring without respecting the notice (6 days) in particular on the same day are no longer taken into account following various abuses.

Nevertheless, even without prior notice, we recommend that the reference contact send us any changes by email. Indeed, if we are aware of new availability, we can offer this availability, and in the event of a reservation by another team, we can unilaterally modify the finalized team taking into account the change in staff. Of course, the information must be sent to us within a reasonable time.

**Basis for preparing the equipment:** Whatever the type of canoe formula selected, the equipment is prepared as much as possible the day before the planned reservation date. During departures, the equipment prepared on a trailer is already attached to the vehicles, these vehicles then being positioned on standby at the reception of our base, place of registration, briefings etc... At the time of departure, the equipment cannot be modified.

## **The course of a "Mixed canoe" service**

### **Arriving at the site:**

*Entering and leaving our base, **vehicle traffic is limited to 10km/h** for safety reasons (children on the site, animals roaming freely on the site, etc.). Any dangerous driving will be likely to result in a cancellation at your expense of the service.*

*It is forbidden to play music in our car park.*

*Exiting the site must be done with care, a very busy cycle path crosses this exit.*

### **Registration:**

**Performed by the reference contact:** The reference contact must come to our reception in order to register (edition of the contract), validate the number and equipment of the group, send us the names of the orientation managers and make the payment.

**Appoint the orientation managers:** The role of the orientation managers is to keep their mobile phone by securing it in a waterproof pouch and receive a map of the route in order to follow the route briefing carefully even if the briefings will be carried out in the presence of all the groups.

*Reminder: we cannot guarantee the tightness of the 55l barrels provided depending on your use, all other participants must leave their sensitive belongings (except to secure their phone with a waterproof pouch) in their vehicle, car keys may be left at our reception.*

*Please note: insurance does not cover nautical activities.*

**Make the entry inventory:** Contracts are made during registration (canoes and Indian camp). The Indian camp contract includes an entry and exit inventory (done the next day at 11 a.m.). During registration, the deposit (500€ by credit card pre-authorization or cash) is made, then part of the canoe equipment will be given to the participants before going to carry out the inventory of entry. **Before the inventory of entry is carried out, no access, deposit of business at the camp is possible.**

### **Number of orientation managers:**

At least:

- ***1 placed at the front of the group:*** is never overtaken by the others except at an important intersection where he positions himself to confirm the orientation of the other participants at this intersection.

- ***1 placed at the back of the group:*** who leaves no participant behind.

Recommended: from a group representing more than 10 canoes, we recommend that you add 1 or 2 orientation managers in the middle of the group in order to facilitate the follow-up of the group.

### **The equipment:**

**Form your canoe crews in advance:** Depending on the public (adults, minors) the type of canoe is different, however at the time of booking, the transmission of the team, some equipment will be agreed with us (2-seater canoe, 3 places with child...). The stoppage of this equipment assumes that the group knows ***who is sailing with whom*** on D-Day. When equipping, a maximum of 1 barrel 55l per canoe will be given for the belongings you would like to take, if the crews are not known, your team cannot prepare these cases.

**Preparing the barrels:** we recommend that you prepare a “canoe package” before your arrival in order to have the barrels quickly prepared. As part of a mixed reservation, the barrels are given to the group when registering so that they can be prepared when settling in at the camp.

**Vest equipment (compulsory):** Our team will provide you with a buoyancy aid vest, depending on your size, which does not replace the ability to swim. The vests are disinfected after each use, however, during low season or rain, due to poor drying, a vest may have an odor. If so, ask our team to change it for you.

### **The briefings:**

**Carried out after the installation at the Indian camp:** The group must come to our reception at a time defined when booking to be equipped with vests and follow the briefings.

**The course briefing:** Carried out with the whole group present, we explain the canoe course to you based on our map sent to the orientation manager. Of course, the accent is placed on the attention of those responsible for orientation, hence the importance of their choice.

**The maneuver briefing:** Carried out with the whole group present, we come back in a fun way to the handling of a Canadian canoe: how to steer it? Which placement corresponds to which action in the canoe? What are the mistakes not to make? What to do in case of crossing with wildlife (especially swans)? What to do in the event of the canoe turning over? All sorts of tips and tricks that allow even complete beginners to sail a canoe.

### **Shuttle:**

**The classic transport capacity (*Find out more*) is 43 people:** We are equipped with our own coaches which transport our customers. Whoever does the briefings also does the shuttle. The usual bus for groups has 43 seats.

**A capacity that can be increased:** If necessary, if the group is larger, we can combine our vehicles to increase our capacity. However, a group cannot exceed 30 canoes or 60 sailors for reasons of group comfort.

**The shuttle immediately follows the briefings:** Once the briefings have been completed, the group must take their place in the shuttle to leave for the starting point. It is not possible between the briefings and the shuttle to prepare your belongings.

### **Boarding:**

**Arrival of the shuttle at the starting point:** Boarding takes place according to the order of the orientation managers, the one at the front boarding first, the one at the back last.

**At the starting point:** We equip the group with paddles, all categories will have a paddle (even *non-navigating minors*) . The group is not intended to help us unload the canoes or set them up. For safety reasons, the handling of canoes for their unloading from the trailers or their installation at the pier of the river is forbidden to the group. Only the Canoës du Ried team will carry out this handling even if the group wishes to help.

**Boarding assistance:** Our team will help the group when boarding.

### **Autonomous navigation:**

**Without supervision on our part on the river:** Our services are envisaged in autonomy, without supervision or canoes guide. The group manages itself thanks to these orientation managers. In the event of an incident on the river, the orientation managers can contact our emergency line (rare).

**A river accessible to beginners in normal conditions:** The river practiced is a category 1 river accessible to beginners depending on the water level. Daily weather and water level monitoring.

### **Landing on our site:**

**Disembarking assistance:** When the groups arrive, our team is there to help you disembark; however, you will have to help our team carry the canoes up to the top of the pier.

**A return of small equipment at the reception:** Barrels, vests, map, phone pouch are to be returned to our reception before using the shower facilities or returning to the Indian camp to extend your day. ***The barrels can eventually be returned after being emptied at the Indian camp.***

**Compliance with final arrival time requirements:** The fact of continuing with an overnight stay in an Indian camp does not modify the imperative final arrival time of the canoe services. Indeed, The imperative final arrival time aims to allow our team to carry out the cleaning operations of the nautical equipment and the installations but also to set up the equipment for the services envisaged the next day. . Invoicing is considered according to the respect of this compliance..