



FAQ RAFTING

When is the best time to make reservations for rafting?

It is best to make your reservations as soon as you are certain about the choice of activities. In this case we'll need your **name**, **day** and **hour** of **your arrival**, **the number of participants** and a **mobile telephone number**.

How can I make reservations?

You can reach us by phone at **+386 51 457 800 (Denis)**, **+386 41 826 549 (Simona)**. You can also contact us by email at **info@muramar.si**. A **30 % deposit** is required at the time of booking a rafting trip.

Cancelation policy

Cancellations are possible **24 hours prior to the rafting trip**, reservations cancelled at a later time will not receive a refund.

Are rafting available every day?

Yes, rafting are carried out **every day**.

What do we need to bring with to a rafting trip?

You need to bring **sneakers**, **swimwear** and a **towel**, all of the rest is taken care of by us (**life jacket, paddle,...**).

Does every raft have its own guide?

Definitely. A **professional guide** is in **each raft**, directing and guiding you down the river. In addition to the guide, a **minimum** of **6** and **maximum** of **9** participants are in each boat.

How is my security being cared for?

MURAMAR professionally and safely organizes and conducts rafting. Our profession and experienced guides will lead you in activities suited to your abilities and desires. Our guides are well-trained and are exceptionally acquainted with the MURA and have all required licenses. We use only high quality equipment and accessories which have been tested according to European standards.

Is there an age limit for children?

At our sports agency the **children** of all shapes and ages are very **welcome**. Even if they don't swim well, do not worry. We have children's life vests and other equipment. Besides, all our guides are licensed rescuers.

Do we need to have prior experience?

Participants are not required to have prior experience. However, it is important to know how to swim. We emphasize that **YOU SHOULD NOT BE** under the influence of **alcohol** or **other psychotropic drug**. **Our activities are not recommended for pregnant women.**

Is rafting cancelled in the case of bad weather?

In the case of bad weather, such as downpours, thunderstorms with lightning and hail, we sometimes need to cancel the rafting. For safety reasons. Usually we postpone rafting for a couple of hours or we carry it out the next day. As soon as the weather clears up we return to the Mura River.

If rafting is cancelled directly prior to the beginning, there is a 100 % refund. If the activity is interrupted in the middle, there is no refund of the money.

Can we cancel our reservations in case of unexpected changes?

In the event of illness or natural disaster, you can cancel your activity and we will refund your money (in the case of advance payment).

Rafting is carried out by guides with the licence of the **RAFTING ASSOCIATION OF SLOVENIA**.

EVERY PARTICIPANT GOES RAFTING AT ONE'S OWN RISK!

I RESPECT THE "SAFETY FIRST" POLICY SO I WILL FOLLOW THE GUIDE'S INSTRUCTIONS

WE ASK YOU TO RESPECT THE NATURE AND DO NOT POLLUTE IT! MAY YOUR CHILDREN ENJOY IT TOO!