

## FAQ

### **When should I arrive?**

We ask that everyone arrives 5-10 minutes before the start time. You can use this time to get a drink of water or use the restrooms in our visitor's center. If you are running late, please give us a call at 507-467-2437.

### **Can I just show up and pay at the door?**

We strongly advise pre-registering online to ensure you get a spot! There is a maximum number of participants allowed at each session, so if all spots are already filled for the day/time you show up you will not be able to go on the course.

### **Is there an age limit to enter the event?**

Height is more important than age for the course. We require a participant to be at least 34" tall from the ground to their belly button.

Participants under 18, not accompanied by an adult, must provide a medical form signed by a parent/guardian to participate. Please print and sign this form: <http://www.eagle-bluff.org/file/MedRelease%20-%20Individual.pdf>

### **What if there is bad weather?**

The course will be open rain or shine. Please dress appropriately for the weather conditions. The event will only be called off if the instructor deems the weather unsafe.

### **How long will the course take?**

The time for the event can take anywhere from 1-3 hours. Included in the time for the high ropes course event: walking to the course, going through equipment and safety protocols, watching an instructor demonstrate the course and then each individual enters the course. Your exact amount of time is usually determined by when you ascend the course in relation to the other participants. The course itself takes anywhere from 10-40 minutes for each individual. Once you (and any individuals you came with) are finished with the course, you are free to leave.

### **Is my registration/ticket transferrable?**

Yes, if you need to switch to another time or date, please email Bridget at [events@eagle-bluff.org](mailto:events@eagle-bluff.org). Please note, this is only possible if the amount of tickets you need are available in the new time slot.

### **Can I update my registration information after registering?**

Yes, you can update your information on the Eventbrite website at any time.

### **How do I get to Eagle Bluff?**

Directions to Eagle Bluff can be found at <http://www.eagle-bluff.org/top/about-us/visit-us/directions>

WARNING: Internet Mapping Sites and Personal GPS Units will take you on back roads that may be impassable due to weather conditions - PLEASE use the driving directions recommended on our website.

### **What are my parking options getting to the event?**

There is a large parking on your right when arriving at the Schroeder Building Visitor's Center. Please park here and check in.

### **Do I have to bring my printed confirmation to the event?**

No, but we do need the name of the person(s) who is registered for this event.

### **What else can I do at Eagle Bluff?**

There are lots of trails to hike at Eagle Bluff. Maps are available at the Visitor's Center to guide you on your exploration of deciduous woods, rolling prairies, coniferous woods, or the Root River. Besides hiking, we have a few very unique overlooks at the bluff. You can also borrow binoculars from the front desk for birding and try our geocaching course. There are picnic tables around campus for public use.

### **How can I contact the organizer with any questions I have?**

Kelly Breitsprecher or Bridget Tonne

507-467-2437

[events@eagle-bluff.org](mailto:events@eagle-bluff.org)

### **Cancellation Policies:**

Fee is non-refundable due to a no show or late arrival

Fee is non-refundable if participant fails to complete the course

Fee is 100% refundable if EB is notified of a cancellation 24 hours ahead of scheduled time

Fee is 100% refundable in the event the participants must be removed from the course due to inclement weather or other situation deemed by the EB instructor. Individuals will be notified by phone if the course will be closed due to inclement weather.

