



## **Marquette Mountain Resort Guided Adventures: Historic Tours of Marquette by Kayak**

### **Reserving a Tour**

Directions to reserve a tour:

1. Go to [shop.marquettemountain.com/kayak](https://shop.marquettemountain.com/kayak)
2. Please click on the calendar and choose your desired adventure tour date.
3. Choose the desired time slot and booking type.
4. Read the Terms and Conditions and click agree
5. Click on "Add Items to Cart"
6. Complete Waivers
7. Complete billing info
8. Prove you're human!
9. Click "Place Order"
10. Enter CC info and complete your order

We currently only offer tours on the weekends. If you don't see any tours on the desired weekend, check back in a few days as we open up tours weekly.

For complete tour information, visit our main website: <https://marquettemountain.com/kayak-tour/>

### **Day of Tour**

1. Arrive at Marquette Mountain Resort and check-in at the Mountain Shop retail desk at the time of your tour (9 am, 1 pm, 6 pm). The Mountain Shop is located on the top floor of the building that has our Marquette Mountain Resort sign on it.
2. Once everyone has checked in, we will shuttle you to the launch point of your tour adventure. Be sure to use restroom facilities at the mountain prior to leaving on your adventure. There are public restrooms located at our Presque Isle launch site, but not at Lower Harbor.
3. At the launch you will be assigned a PFD, and a dry bag for any gear you would like to take with you in the kayak.
4. You will be instructed on how to use a spray skirt and paddle.
5. You will be assigned a kayak and paddle partner. You can choose your paddle partner as long as two minors are not left to paddle together.
6. Be sure you dress for the weather. Wear layers and sunscreen. Hats (that stay on your head), sunglasses, and sunscreen are recommended for all paddlers.

### **Cancellations & Refunds**

Full payment is required at the time of booking your adventure.

**Weather Cancellation Policy:**

In that neither our customers or our company are responsible for the weather, if we cannot paddle the tour you purchased and we can paddle an alternate tour, that tour will constitute the same as the tour you purchased. If you choose not to make the substituted paddle you will be issued a rain check to paddle again with us at a future date. If we cannot make the substitute paddle due to weather you will be issued a guaranteed spot on a subsequent day OR we will refund the full tour amount (5% credit card fee is not refundable). We DO run trips in rain, fog, wind and wave conditions that we deem manageable and safe.

**Non-weather Cancellations:**

Cancellations on the day of your trip for any reason other than the cancellation of the trip by our guides due to weather or other reasons initiated by the company will not be issued a refund. No shows will not be issued a refund of any amount.

Tour Adventures: 14 days notice for a full refund. Administrative fee of \$25 will be deducted from a refund.

Less than 14 days: Refund 75% of trip value less \$25 administrative fee

Less than 7 days: Refund 50% of trip value less \$25 administrative fee.

Less than 24 hours: No Refund

Day of Trip: No refund

No Shows: No refund

If you need to cancel or alter your tour adventure, call 906-225-1155. Leave a message on the Guest Service line if no one answers.

You may also email [guestservices@marquettemountain.com](mailto:guestservices@marquettemountain.com)

**Can we tip our guide?**

Of course! You can tip your guide, just don't tip them over :)

**Do you have rentals?**

We do not offer kayak rentals and only offer guided tours. Guests are placed in tandem sea kayaks. Single-seat kayaks are for tour guides only.

**Can I bring my young child on a kayak tour?**

Our youth tickets are for individuals ages 8-15. We do require that children be at least 8 years old and weigh at least 60 pounds to participate in our tours. This is for safety as well as physical and emotional readiness of the children that attend our tour adventures.

**Why are we transported to the launch?**

The City of Marquette requires that we provide transportation to the launch for our guests. This truly is a convenience for you and keeps parking congestion to a minimum in city lots. You also get to experience the beauty of Marquette Mountain in the summer. Consider a lift ride to the top

and hike down, rent a bike and experience the trails, or have a drink and some good food in our Tbar before or after your paddle.

**I'm a large/tall person. Will I fit in the kayak?**

If you are large around the waist, hips, and/or thighs (larger than 51 inches) or are very tall, we need you to come to the mountain the day before your scheduled trip for a test fitting. If a test fitting determines that you cannot safely fit in the kayak, you will receive a refund. Only the person who does not fit safely will receive a refund. If you arrive for your trip and are unable to fit safely into the kayak, you will not be able to go on the trip and you will lose your trip cost.

*Our trip guides have final say on issues pertaining to the safety of the group and each individual paddler*

**Do I need to be at a certain athletic level to paddle?**

No you do not. We take a variety of people out on these tours. The tandem sea kayaks allow for two people to work together to move the kayak, so even if you are not the most athletic person, you are able to enjoy the tour with a partner!

**What causes Marquette Mountain to cancel a tour?**

Small Craft Advisories that are issued by the National Weather Service automatically constitute tour cancellation. Other conditions of lightning, wave height and wind speed may cause the guide to delay, reschedule, or even cancel a trip. Due to the unpredictable nature of Lake Superior this may even cause cancellation mid-tour. Things such as rain, fog, or cold weather do NOT cancel a trip. If you have a trip scheduled for a possibly inclement weather day, please check the weather the day of your tour and plan clothing accordingly.

**May I bring alcohol?**

For the safety of our guests we do not allow alcohol or drugs on any of our tours. If we feel that you are intoxicated or otherwise inhibited we reserve the right to deny a trip. In this case a refund will NOT be issued.

**Will I see any wildlife?**

You have a great chance of seeing seagulls, peregrine falcons, cormorants, and more on all of our tours!

**When should I arrive for my tour?**

Please arrive at the time your tour is designated to start. No need to arrive early.

**What happens if I or someone else in my tour group is late for check-in?**

If someone is later than 10 minutes they are considered a no show and will not be able to participate in the tour.

**What should I bring with me on my tour?**

Water first and foremost. Plenty of water for the length of your tour. Snacks are also a good idea. Phones, cameras, GoPros, etc., are welcome and encouraged but please remember you alone are responsible for these items. If you drop or lose them your guide is not responsible for retrieving them. Please check weather conditions the day of your tour and plan clothing/layers or sunscreen accordingly. A detailed list of provided equipment and recommended equipment is listed below:

**Provided by MMR:**

- Paddle
- Spray Skirt
- Life Jacket
- Dry Bag
- Waterproof Container for Medications (please let us know if this is required ahead of time)

**Recommended items NOT provided by MMR:**

- Rain Jacket
- Water Bottle
- Sunscreen
- Sunglasses
- Camera
- Sun Hat
- Sandals/Water Shoes
- Snacks
- Spare Dry Clothing
- Towels
- Binoculars

If you are known to get sea sick please consider taking Dramamine or other anti motion sickness medication beforehand. Sea sickness can occur even in the smallest wave/surf. If you require life-saving medication such as epinephrine or insulin, please ensure that you have it available and that we have provided you with a waterproof container for it. Our guides carry basic first aid equipment but may only assist, not administer medication to you in the event of a medical emergency.

**May I bring my own paddling equipment that you would otherwise provide?**

Any personal item used (PFD, paddle, dry bag) must be inspected by it's owner/user prior to use and must meet USCG requirements as well as MMR standards. Items that may NOT be substituted are spray skirts and kayaks. Our spray skirts are made to fit the dimensions of our kayaks and our kayaks are rated for open water kayaking and inspected by the county.

*Our trip guides have final say on issues pertaining to the safety of the group and each individual paddler including using personal equipment. **It is preferred that you use our equipment.***

**What happens if I end up in an odd-numbered group?**

You or someone else from your group will be placed in a tandem with a guide. Some might consider this a bonus!

**Does my minor child need to ride in my kayak?**

It is strongly recommended that children 8-15 years old ride with you or a guide.

*Our trip guides have final say on issues pertaining to the safety of the group and each individual paddler including placement in tandem kayaks.*

**Is this activity available for someone who needs ADA accommodation?**

While we strive to accommodate as many different types of paddlers as possible, at this time we do not have the ability in our shuttle transportation or public launch sites to be able to offer ADA compliance with this specific activity.