

## TreeRush Adventures Exclusive Group Experience FAQs

Book an Exclusive Group Experience for groups of climbers ages 7 to adult. Private TreeRush Adventures tours are available on days the park is closed to the general public beginning January 15, 2021. Personalized, guided tours afford guests the opportunity to have a three-hour climbing adventure with a friends or family they have assembled.

### **Q: What are the benefits of scheduling an Exclusive Group Experience?**

**A:** Guided group tours open the park for exploration during days and seasons when the park is closed for general admission. You and your party will experience a private treetop exploration guided by a trained team member, a warm or cold beverage depending upon season, a digital group photo, and a TreeRush water bottle. If you incorporate it with a Birthday celebration, we will also include our Birthday Swag Bag for your honored guest.

### **Q: Where is this done?**

**A:** TreeRush is suspended over 6 acres on the grounds of the Fontenelle Forest Nature Center. After an equipment briefing, guests ages 7 to adult climb onto a main tree platform to explore trails that are color coded according to level of difficulty. Trails are marked beginner to expert. They consist of 100 challenging elements made of rope, cable and wood, and include more than 10 zip lines. The most challenging trails are up to 55 feet above the ground. Group tours include Yellow and Green trails for beginner and intermediate climbers. Our more difficult trails include weather-sensitive equipment. If you desire to include these trails in your experience, please consult with staff so we can schedule your outing for an appropriate time.

### **Q: How long does it take to experience an Exclusive Group Experience at TreeRush Adventures?**

**A:** Check in for your guided group tour and our staff will have you geared up and prepped for adventure in less than 40 minutes. Then, spend two hours exploring treetop trails with one of our team members. Your group can do the same trails multiple times or choose to tackle the challenges of several trails. Most guests like a little extra time to relax, reminisce or boast before leaving the park. Plan for a 3-hour outing.

### **Q: What does it cost?**

**A:** Guided group tours are \$54 (+tax) per person. Bring up to six adventure-seekers for our base fee of \$324 (+tax). Add more people for a maximum group size of 12 people for an additional \$54/person (+tax). We will not combine unrelated parties.

### **Q: How do I book and pay?**

**A:** Please call our Guests Services Office at (402) 316-7038. Group tours must be booked at least one week in advance of the tour date. Tour availability is limited, we suggest you plan ahead. We require payment for a minimum of 6 participants (\$324 +tax) at the time of booking. Payments made using credit cards and gift cards can be processed over the phone. If you would like to pay with cash, please visit the Park during normal office hours and an associate will assist you at our check-in desk in the Atrium. We are unable to accept checks as a form of payment.

### **Q: When do I need to confirm the number of guests that are attending?**

**A:** Our Guests Services Office will follow up with you the day before the tour to confirm the number of guests and collect any remaining balance. Please give our Guests Services Office a call and we will issue a gift card for the difference if your headcount changes after payment is collected. We will also issue a credit for any no-shows the day of the tour. Need to add last minute guests? We can easily add guests before 5 pm the day prior to your tour to get to a maximum group size of 12 climbers.

### **Q: What if my plans change?**

**A:** We understand that plans can change at the last minute. If you need to cancel your guided group tour, please give our office a call at (402) 316-7038. When you cancel, a gift card will automatically be generated and emailed to you. This gift card never expires and can be used to reschedule your tour or

be used towards any future climb at the park. You can use the total value of this gift card in one visit, or for multiple visits.

**Q: What happens in the event of inclement weather or temperatures below 35 degrees?**

**A:** When inclement weather is in the forecast, we'll touch base with you to discuss options. Your group may opt to reschedule its adventure for another date.

**Q: Can Exclusive Group Experiences be purchased at a discounted price?**

**A:** Since Exclusive Group Outings are a special promotion, special offers, coupons, discounted tickets and vouchers cannot be applied to this purchase.

**Q: How can I find out more details about booking an Exclusive Group Experience at TreeRush Adventures?**

**A:** Call our Guests Services Office: (402) 316-7038 or send us an email: [info@TreeRush.com](mailto:info@TreeRush.com).