

## **Frequently Asked Questions**

Discover adventure on a spelunking adventure trip at Cumberland Caverns. Do you have questions about your trip? Find your answers below. Have a question not answered here? Please call us at 931-668-4396 or e-mail us at [info@CumberlandCaverns.com](mailto:info@CumberlandCaverns.com)

### **How big/small of a group can I bring?**

- There is a 10 person minimum for our Adventure Trips.
- **Helpful Hint: Tours are designed for groups of 10 or more, but if your group is smaller, we can coordinate your trip on a night that other groups have scheduled.**
- There is a 250 person maximum capacity for overnight adventure trips.
- **Helpful Hint: For very large groups, you may want to have them divide up into smaller groups of 50 to make getting through the trip quicker and easier for everyone.**

### **What if more people want to come?**

- Great! We will do our best to fit them in if there is additional room on the trip.
- Please call us and let us know how many more are coming as soon as possible. P931-668-4396.
- We still require a 10 day notice for additions without a late fee.

### **I'm a bit claustrophobic. Will I enjoy the tours?**

- The Adventure Trip has it's moments of tight squeezes and requires an adventurous spirit.
- Our guides test everyone beforehand to make sure you can fit so there will not be any "getting stuck" in the cave passageways.
- Your adventure guide should be told if you are nervous or if you get uncomfortable during your trip.
- **Helpful Hint: With a big group of friends along with you, the Adventure Trip won't seem that scary, but more of a great adventure, something to conquer - not to fear.**

### **How do I make reservations for an Adventure Trip?**

- You may make reservations by phone (931-668-4396) or by mailing or faxing the "Spelunking Adventure Trip Reservation Form"
- Please send Reservation Form with full payment.
- We accept American Express, Discover, Mastercard, Visa, check or cash.
- All reservations should be made and paid for 10 days prior to the trip date.
- You will receive an Adventure Trip Confirmation Notice
- Reservations are not complete until you receive your confirmation from our office.
- If your group has a Tennessee Certificate of Tax Exemption, please mail or fax a copy while making your reservation to receive your admission tax-free. Our fax number is 931-668-5382

### **What if my group drops out or I need to reschedule our reservation?**

- Our standard policy is that there are no refunds on adventure trip reservations. However you can reschedule the trip.
- In order to reschedule please notify the office at least 7 days prior to the date of your trip.
- If your group cannot notify us at least 7 days prior to the date of the trip, we will work with you to find a way to make your trip work for you at some future date.
- If you need to put your trip on hold for any reason, we will hold your reservation for up to two years.
- You may reschedule your trip for your entire group up to 2 times within 2 years of the date of your original reservation.
- As always, in the event of inclement weather, groups will be allowed to reschedule.

### **What will happen on the day of our Adventure Trip?**

- Your group will arrive at Cumberland Caverns and assemble outside our gift shop.
- **Helpful Hint: Don't forget to eat before arrival, you'll need the energy.**
- Your leader will check-in, confirm the number in your group, and receive final instructions.
- Overnight spelunkers will begin by bringing their gear to the underground campsite.
- Before beginning the Adventure Trip, you will be suited up with an official caving helmet. (You will come to love your helmet after bumping your head several times.)
- Your Adventure Trip Guide will give the group instruction on safe caving, and then you're off to explore and discover a true "spelunk-tacular" adventure.

### **What time will we need to check-in?**

- Daytime Adventure Trips will be given a check-in time, this will be shown on your confirmation notice.
- Evening and overnight Adventure trips check in at 5:30 pm Saturday through Thursday.
- Friday Adventure trips check-in at 6:30 pm.
- **Helpful Hint: It never hurts to arrive a bit early. There are always last minute details to take care of.**

### **As the Group Leader, what will I need at check-in?**

- One signed Release Form (download here) for each adult and each child at your specified check-in time.
- Any person under 18 years of age participating in the Adventure Trip must have a Release Form signed by parent or guardian.
- **Helpful Hint: Releases are provided for your group on our website, or call and ask for a copy to be sent with confirmation notice.**
- You will need to make accurate count of children and adults that will be participating on trip. (Make sure you leave with the same number you came with!)

### **How long will we stay in the Cave?**

Each of our Adventure Trips will take different times:

**Adventure Trip #1, Rocky Topper:**

- Will generally last 2 ½ to 3 hours.
- Adding the Daily Scenic Walking tour to Rocky Topper will give you 4 to 4 ½ hour in the cave.

**Adventure Trip #2, Higgenbotham's Revenge:**

- Will generally last 3 ½ to 4 hours.
- Adding the Daily Scenic Walking tour to Higgenbotham's Revenge will give you 5 to 5 ½ hour in and around the cave.

**Adventure Trip #3, What Waits Below:**

- Our overnight adventure will keep you underground 14-15 hours.
- Our overnight adventure trips always include the Daily Scenic Walking tour.
- Breakfast is served at 7:30 am for those on the overnight adventure.
- Overnight groups generally leave the cave the next morning between 8:00-8:30 am.

**I might be late, what do I need to do?**

- If you see you will be late, please call the office immediately at 931-668-4396.
- If you need to reschedule, please let us know as soon as possible.
- If your group cannot notify us at least 7 days prior to the date of the trip, we will work with you to find a way to make your trip work for you at some future date.
- If you need to put your trip on hold for any reason, we will hold your reservation for up to two years.
- You may reschedule your trip for your entire group up to 2 times within 2 years of the date of your original reservation.
- We do reserve the right to cancel trips for late arrivals!

**What do I need to Bring?**

- A backpack or duffel bag packed with all of your gear.
- **Helpful Hint: You will carry your gear ½ mile from the parking area to the cave, so pack light.**
- A sturdy flashlight with extra batteries.
- A small pack to carry a water bottle and extra batteries.
- Change of clothes, socks, shoes, and a jacket.
- **Helpful Hint: If you are staying overnight, bring warmer clothes to sleep in**
- Plastic bag for dirty clothes. You will get wet and muddy!
- Sleeping bag, ground cloth (tarp, plastic) if spending the night.
- **Helpful Hint: We do have electricity in the cave, so if you want to bring an air mattress & pump for "roughing-it" that will work just fine.**
- Money for snacks and souvenirs. (Don't forget to get a "I Survived Spelunking" shirt)

**What do I need to wear?**

- Jeans or pants are best (Remember, you will be getting dirty, so not your best pair)
- Shorts should not be worn because you will be crawling on your hands and knees.
- Hiking boots are best, good lace-up sneakers will also work (Bubblegum Alley is a great place to lose shoes!)
- Layer a long sleeve shirt with a T-shirt (or just a t-shirt is fine for spelunking at Cumberland Caverns)
- Helmet, if you don't have one, we'll loan you one for free (you will grow to love your helmet during spelunking)

**Can you accommodate my special needs during the overnight?**

We will do our best to help you and your group have a fun and safe experience while spelunking at Cumberland Caverns. If you have special needs, please call us (931-668-4396) and let us find a way to help you. Some of the frequent needs addressed are:

- Sleep Apnea: we do have electrical outlets at the campsite.
- Medicines: If there are medicines that need to be stored or taken during the Adventure Trip, please ask your group leader inform us at check-in.
- Dietary Restrictions: If you have specific dietary needs during your stay, please let us know. You may bring specific food items on your trip, or it may be something that we regularly stock.

**Are there things we cannot bring?**

Yes, to protect the cave and abide by the laws of the state of Tennessee, a few items are not allowed in the cave. The following is a list of items that are not allowed during Cumberland Caverns Adventure Trips.

- Chewing gum
- Alcohol or drugs
- Food or drinks
- Helpful Hint: If you medically must have certain foods, please call our office for details.
- Pets, radios, video games, laser pointers, or musical instruments
- Weapons or fireworks
- Cigarettes, cigars or chewing tobacco. Cumberland Caverns is a tobacco free environment

**The Spelunker's Rules of Threes Always cave in groups of at least three people.**

- *Always tell three people where you're going and when you'll be out of the cave.*
- *Always have three light sources*
- *Use three points of contact on climbs*