

DUFFEL PROCEDURES

(per the duffel service)

2019, 8/13/18

PLEASE READ & UNDERSTAND THOROUGHLY THE FOLLOWING GUIDELINES.

Duffel services are intended for those whose package includes a stay at Phantom Ranch. Duffels are transported to and from Phantom Ranch by mule on the South Kaibab Trail and the following procedures have been established to assure that duffels are transported properly.

**If you follow Canyoners recommended packing list
you will NOT exceed the weight & size limitations!!!**

1. Duffel weight limit is **30 pounds**. Each duffel will be weighed and if heavier than 30 pounds, **the full amount of a second duffel will be charged**.
2. Duffel maximum dimensions are **36" x 20" x 13"**. If oversized, the full amount of a second duffel will be charged, this includes backpacks.
3. Gear must be packed inside the duffel with **no outside attachments** such as walking sticks, fishing poles, canteens, camp chairs, etc.
4. We cannot carry external frame packs. Gear can be transferred to a duffel and the empty pack and frame carried out by the hiker.

NOTE: DUFFELS CANNOT BE TIED TOGETHER

OUT-BOUND DUFFEL PROCEDURES

Out-bound duffels are duffels that are being taken out of the Canyon to Grand Canyon Village (River to Rim). It is recommended duffels be packed as completely as possible the night before, as **they must be presented at the Phantom Ranch Loading Dock no later than 6:30 a.m.** the day they are to be delivered to the Rim. With Phantom Ranch's self-service duffel system, an ID tag will be issued after payment is verified, and the **guest need only to take the duffel bag to the large table behind the Dining hall, weigh the bag and label the ID tag with "Canyoners", the weight, and guest's name.** Tape and markers are provided for this service. Recycled grain bags are provided for guests without a bag of their own. Duffels may be claimed between **2:30pm and 4:00pm** at the Fred Harvey Livery Barn the same day as transported, or between **6:30am and 4:00pm** the following day. For pickup at other hours, contact the Fred Harvey Switchboard at 638-2631—there will be a \$10.00 charge for duffels picked up after hours.

LATE DUFFELS

On occasion, guests may need to deliver or pick up duffels after hours. The following procedures and conditions will be in effect after 4:00p.m.

1. Late pickup of duffels returning from the River is in effect from 4:00pm to 6:30 am. Delivery of duffels to the barn for **in-bound** duffels must be before **3:00 A.M.**
2. For late drop-off or pick-up, call the Fred Harvey Switchboard at 638-2631. The operator will arrange for an employee to handle the late duffel.
3. **A \$10 additional charge (taxi fee)** will be collected for late duffel pick-up, per call, **not per duffel.**

LIABILITY

By requesting duffel service, the customer agrees that Fred Harvey Livery is excused from liability in the event of duffels left unattended at the Hitching Rail or Phantom Ranch. Maximum liability accepted for any duffel is \$75.00. Please note that there is no secured or weatherproof storage at Phantom Ranch or the Hitching Rail for duffels.

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Duffels containing flammable solids or fluids must be so designated. Duffels containing fragile items should be noted. In both cases, special handling will be accorded to minimize potential risk of damage. **If packing food, put in container that cannot be eaten by animals!** Squirrels like to get into duffels in search of food!

PLEASE PLACE YOUR NAME AND ADDRESS INSIDE THE DUFFEL.

NOTE: NO LIABILITY IS ASSUMED FOR BREAKAGE. MANAGEMENT RESERVES THE RIGHT TO REFUSE TO TRANSPORT ANY DUFFEL CONTAINING DANGEROUS OR EXTREMELY FRAGILE OR OBJECTIONABLE MATERIALS. MAXIMUM LIABILITY ACCEPTED FOR ANY DUFFEL IS \$75.00.

**Please return form to:
Canyoneers, PO Box 2997, Flagstaff AZ 86003
or fax 928-527-9398 or email answers@canyoneers.com
Canyoneers Passenger
(office use only-reservation # _____)**

NAME: _____

ADDRESS: _____

TELEPHONE: _____

I fully understand and accept the stated conditions and excuse Fred Harvey Livery from liability arising from breakage and unattended duffels at the Boat Beach and/or Phantom Ranch.

This form must be signed before duffel consignment is accepted. (revised May 27, 2010).

Signature

date

# of duffels	OUT-BOUND @ fee included in Canyoneers trip fare AVAILABLE FOR PICK UP BETWEEN 2:30 PM-4 PM	date (Wd after trip start)
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names of all submitting duffels under my reservation

