

FAQ: **PUBLIC/PRIVATE** **PARTNERSHIPS**

Okatie Regional Park

Criteria 1 – Joint Public/Private Partnerships

(a). What are the advantages for the Rural and Critical Lands Preservation Program and Beaufort County?

The partnership will:

1. Provide funds to support the goals of the program
2. Open up Okatie Regional Park to Beaufort County residents and guests.
 - a. Maintain the rest rooms for the public use
 - b. Help develop interpretive trail signage for the park
 - c. Mow all trails within the park
 - d. Keep the park, common areas, and parking lots free of litter
 - e. Assist in the development of new park programs
 - f. Assist community groups in utilizing the park for activities
 - g. Provide area schools, the Bluffton community and the Coastal Discovery Museum a site to conduct activities.
 - h. Provide interpretive programs for the park via the zip line tour and Todd Ballentine
3. Provide up to 4 full-time and 20 part-time jobs for Beaufort County
4. Increase tourism to Beaufort County, offer resorts, hotels and vacation properties the opportunity to expand program offerings beyond what is currently being offered.
5. Be actively involved with the Open Land Trust in fund raising to assist in acquiring new preservation properties.

(b) What is your Zip Line background, expertise, qualifications and philosophy of your firm in providing the services.

Direct Instructional Support Systems, Inc. (DISS, dba: The Adventure Center and SuperGames) a 501 – 3-C organization based in Columbus, Ohio and GoZip/ERI LLC based in Lahaina, Hawaii have formed a joint venture. Together they bring over 50 years of experience in the outdoor adventure field.

Experiential Resources Incorporated . (ERI) is the global leader in the designing and building of adventure courses, canopy tours and zipline courses. ERI has achieved the prestigious status as an Accredited Professional Vendor Member of The association of Challenge Course Technology (ACCT). we specialize in creating top-of-the-line zipline courses that meet your unique needs and requirements. With over 1000 zipline spans erected in 40 states and 12 countries, ERI continually innovates to improve the guest experience.

Our passion is to create an adventure system that produces the most smiles for guests and employees! Our custom design zip elements such as harnesses, braking systems and trolleys are products of our passion to make a better system. We have a long list of examples of innovations in practice.

DISS brings over 1 million hours of successful participant hours in the outdoor adventure field since 1982, originally a program of The Ohio State University Program of Outdoor Pursuits, the program grew so quickly a 501 3-c organization was formed to handle the volume of growth. A strong academic component is basic for the mission statement of both organizations.

(c) What is your Zip Line experience?

Go Zip/ERI LLC is the nations leading builder, designer and operator of adventure courses in the United States. A sister company to Experiential Resources Inc., Go Zip LLC specializes in designing and operating adventure courses, rock climbing walls and zip line canopy tours. Go Zip LLC/ERi individually customizes each adventure site to meet the needs of their clients, creating unique adventure experiences unlike any other.

WHAT: A professional vendor member of the Association for Challenge Course Technology, ERI custom designs all course components including harnesses, trolleys, braking systems, exclusive climbing towers, swings and cables. Go Zip LLC/ERi is currently the only ACCT Certified Professional Vendor Member company in Hawaii that builds, owns and operates their own custom adventure courses.

WHERE: Based in Maui, Hawaii GoZip LLC/ERI has built over 1,000 individual zipline spans around the world, spanning 40 states and 12 countries. Go Zip LLC currently owns and operates the only commercial zip line on the island of Oahu, and is currently building two up coming adventure sites in Washington and California.

Go Zip LLC/ERI has built and designed over half of all existing zip line operations on the island of Maui, including Piihola Ranch Zipline, Flyin Hawaiian Zipline, and the islands most prestigious zipline course, Kapalua Adventures. ERI also built and designed Kauai's "Just Live" Adventure Course as well as UmaUma Falls zipline on Hawaii's Big Island. In addition, ERI helped design and improve the popular Princeville Ranch Ziplines in Kauai.

AS SEEN IN: Go Zip LLC/ERI adventure courses have been featured in:

The New York Times, Men's Journal, Golf Digest, XTERRA TV, Hawaii Magazine, Modern Luxury Hawaii, KGMB "Sunrise News", ABC's "The Bachelorette", The Food Network's "Rachel's Vacation", and on The Discovery Channel, USA Today "Top 10 ziplines in the US"

FAST FACTS:

* Go Zip LLC provides tours to over 30,000 guests per year in Hawaii alone.

*Go Zip LLC/ERI is the North American Distributor for the Expoglider® Continuous Belay System. This state of the art system eliminates participant transfers providing the highest level of safety.

*Go Zip LLC/ERI is the exclusive distributor and inventor of the "Tango Tower" - a six sided, 48 ft. climbing tower, which accommodates 12 climbers simultaneously.

*Go Zip LLC/ERI invented the two person and three person "Giant Swing" – in which over 90 are in operation across the United States.

GoZip/ERI the world leader in canopy tours with over 1000 spans built worldwide spanning 40 states and twelve countries.

GoZip/ERI will design, build, certify and train staff for the GoZip LeeCountyParks facility. DISS will operate the course.

For additional information go to:

adventurecenter.org

experientialresources.net

kapalua.com/index.php/kapalua-adventures

(d) What qualifies your organization to build zip line tours?

The ACCT (Association of Challenge Course Technology) is international organization that sets standards for the construction and operations of canopy tours and zip line tours.) The insurance industry requires that any course that is built or operated meet these standards. Basically if one of the Professional Vendors do not build your course you cannot get liability insurance. GoZip/ERI is one of a handful of PVM (Professional Vendor Member)

**Copy of current membership
Association for Challenge Course Technology
Professional Vendor Member**

(PVM)

02/14/2011

Todd Domeck & Indigo Friedlander
Experiential Resources, Inc. dba Go Zip, LLC
P.O. Box 4307
Louisville, KY 40204

Membership Number: 1079

Expiration Date: 01/01/2012

This letter is to attest your PVM membership with the Association for Challenge Course Technology, (ACCT).

Membership in ACCT brings both privileges and responsibilities. As an ACCT member, you may register multiple numbers of attendees for the conference at a member rate, and you will receive our e-newsletter, Parallel Lines, three times a year. As new editions of the standards are published, which happens on an irregular basis, you will receive the new edition. US based businesses have access to our group insurance program. Other membership benefits may be arranged from time to time, and can be accessed through the ACCT website, www.acctinfo.org.

Members who violate ACCT ethical standards or whose conduct, assessed by the Board of Directors, reflects adversely on the organization may have their membership revoked at the sole discretion of the Board of Directors.

This letter should be kept as your record of PVM membership. If your insurance company or any other organization needs confirmation of your membership in ACCT. This letter and the e-mail it was attached serves as proof of membership.

Sincerely,

James Borishade
Executive Director

Brian Brun

Membership Number: 7990

Expiration Date: 09/20/2012

Thank you for renewing your membership as an Associate Member of ACCT.

Membership in ACCT brings both privileges and responsibilities. As an ACCT member, you may register one person for the conference at a member rate, and you will receive our newsletter, Parallel Lines, three times a year. As new editions of the standards are published, which happens on an irregular basis, you will receive the new edition. U.S. based businesses have access to our group insurance program. Other membership benefits may be arranged from time to time, and can be accessed through the ACCT website, www.acctinfo.org.

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This letter should be kept as your record of membership. If your insurance company or any other organization needs confirmation of your membership in ACCT, this letter serves as proof of membership.

Please contact us if we can be of help in any way.

Sincerely,
Chani Jones
Association for Challenge Course Technology

Criteria 1 – Management Summary

(e) Name and telephone number of a contact person

Gary Moore, Ph.D.
Direct Instructional Support Systems, Inc.
a 501-#C Organization
PO Box 691
Worthington, Ohio 43085
Phone: 614-846-8946
Cell: 614-496-1465
Fax: 614-846-1794
Email: gmoore@adventurecenter.org

Criteria 2 – Business Plan

- (a) Description of the proposed contract team, and the role to be played by each member of the proposed team. Proposed team organizational structure, interrelationships, and interactions including management policies describing controls over money.
- (b) Detailed plan of approach with timeline for design, construction, and start of business operation

ORGANIZATIONAL STRUCTURE

Direct Instructional Support Systems Inc and GoZip/ERI have formed a partnership to build and operate Canopy Tours throughout the US.

Direct Instructional Support Systems, Inc. (DISS) – administrative and daily operations, staffing, marketing, daily maintenance, design, infrastructure improvements, customer service, employee manuals, drug free workplace programs, employee background checks, human resource functions, liaison with Beaufort County staff, accounting,

GoZip/ERI – design, construction, tour staff training and manuals, installation standards, inspections, web site development.

TIME LINE

Award Date

Contract – 30 days

Design & Permitting Process – 30 days

Construction -30 days

Staff training – 14 days

Opening day

Money Management for Direct Instructional Support Systems, Inc. and Joint Public/Private Partnerships

The Corporation has three tiers for approval of expenditures:

Tier No. 1 – CEO of the Corporation (Gary Moore) examines and approves all routine invoices over \$100 for payment and submits the invoices to the Treasurer for payment. All expenditures over \$100 are required to go through the CEO.

Tier No. 2 – Larger expenditures (such as Equipment, etc.) need to be discussed and approved by an Executive Committee that consists of three Board Members. The committee will review the larger expenditure items, and if need be, submit the items to the Board of Directors for approval.

Tier No. 3 – The nine-member Board of Directors of the Corporation will have final say (particularly in regards to the larger expense items. In addition, the Board of Director's are given monthly financial statements to review income and expenditures.

The Treasurer, CEO, and one member of the Management Team have been authorized as check signers.

Joint Ventures/Public Private Partnerships

In Joint Ventures and Public Private partnerships where a percentage of gross receipts serve as lease payments, financial control has three tiers.

Tier No.1

A. Receipts for tours by credit card and come from individual walk-ups, company website bookings are verified by a daily settlement report from the CC company.

B. Receipts from Agency bookings are received on a monthly basis.

C. Receipts from retail sales calculated on day end reports.

Director of Zip Line Operations submits preliminary reports to company CPA. Our CPA calculates gross Revenues from all sources in report form.

Tier No.2

Gross revenues on tours and retail sales each month are matched with waiver forms and daily participant totals and retail sales reports by Director of Zip Line Operations. A representative of Lee County Parks, Director of Zip Line Operations and the company CPA or CEO verifies this report. Lease payments as a percentage of gross tour revenues and retail sales are paid to the county on a quarterly basis.

Tier No.3

Yearly tax returns are cross checked with gross receipts for the Joint Venture/Public/Private partnership by an independent CPA, or designee of the County.

RESERVATION SYSTEM

A majority of reservations will be made online. For an example go to: Gozipmaui.com/reservations

(b) Photos of equipment to be used and draft layout.







Criteria 2 – Business Plan

(c) How many calendar days you will require to commence operations.

It is estimated that GoZipHiltonHead.com will open on May 1, 2012 and is subject to:

1. Joint Public/Private Partnership review
2. Contract and legal timeline
3. Design and required permitting process of Beaufort County and the Town of Bluffton
4. Timely access to the site, infrastructure provided by Beaufort County
5. Construction weather delays

(d) What are the days and hours of operation you plan to implement for the entire Zip Line – breaking out (as necessary) the different days/hours for various components of the concession. The park will be open and maintained for guests for other park activities during these hours.

Peak Season: April 1 – September 1st (7 days per week)
 10:00am – 4:00pm weekdays
 9:00am – 5:00pm weekends

Off Season: September 1 – November 15th
 10:00am – 4:00pm Tuesday – Sunday

Holiday Season: November 15th – January 1
 10:00am – 4:00pm Tuesday – Sunday

Off Season: January 1 – April 1st
 10:00am – 4:00pm Tuesday – Sunday

Staffing:

Supervisor Staff (1-2): On site during regular business hours

Tour staff (6-8); Depending upon registration, two tour staff for each scheduled tour (2-10 ratio)

(e) What is your marketing plan covering how you will promote the Zip Line locally, within the state of South Carolina, and nationally. What are the range of prices you are proposing to charge the public. What are your planned procedures for patrons to make reservations to use the Zip Line.

Okatie Regional Park GoZipHiltonHead.com Zip line Project Marketing Plan

December 31, 2011

Executive Summary

The popularity of zip line tours throughout the world is unquestionable. Companies in the United States have experienced extraordinary success, despite a highly competitive environment and reduced visitor/tourism. Many of GoZip/ERI facilities, are usually been sold out a week in advance, turning away reservations with less than seven days advance notice. Even so, it is necessary to carefully plan and track marketing activities and expenses in the pursuit of efficient spending.

The top five ways that customers find out about a zip line tour are word of mouth, Internet research, media exposure (television, newspaper, magazines, guide books), activity agency sales, and word of mouth and rack cards. This plan outlines the strategies planned to maximize these outlets.

I. Current Situation

A PRIVATE – PUBLIC VENTURE POLICY FOR BEAUFORT COUNTY FOR USE ON PROPERTIES ACQUIRED THROUGH THE RURAL AND CRITICAL LAND PRESERVATION PROGRAM

GOALS:

The Beaufort County Council finds it is in its best interest to engage in Private-Public Ventures to utilize county owned park lands acquired through the Rural & Critical Land Preservation Program. The County sees it as an opportunity to utilize the expertise and the willingness of

private enterprise to put to productive use park lands currently under- utilized. The public benefit derived from this policy will lead to the enjoyment of our passive park lands, and a better understanding of the environmental treasures that the parks represent to our citizens.

OBJECTIVES:

The Beaufort County Council wishes to find opportunities to utilize lands that represent unique environmental attributes that showcase the best qualities of our county's natural environment. While some parks in the county should remain in their pristine settings, other parks can be utilized for limited public access and enjoyment. These limited access parks can be categorized as low impact passive parks. The low impact passive parks are those that should be candidates for the Private-Public Venture Policy.

STANDARDS:

The County Council should classify all the parks as to their best suitability for public access. The Beaufort County Planning Department, the Rural & Critical Land Preservation Board, and the program's consultant (Beaufort County Open Land Trust) is directed to present a classification system to County Council.. The County Council further directs that the management and operations of the passive parks be of specific budgetary consideration (whether in the context of direct county operations or in Private-Public Ventures). The County Council also directs that a County department be authorized to provide oversight and interaction regarding the private-public ventures.

CRITERIA FOR PRIVATE – PUBLIC VENTURES:

The County Council finds that the following may serve as a template to evaluate the appropriateness of engaging in a Private-Public Venture.

1. The entity considering to offer its services under this arrangement shall articulate its vision of how it intends to utilize the park.
2. The entity shall explain how the proposed use of the park will enhance public enjoyment of the natural environment after development occurs.
3. A business model shall be presented to the County Council that outlines the revenues stream and how expenses will be covered. This shall be stated in context of what the business model is expected to achieve over the life of the contract.
4. The County staff will develop a park budget that outlines the county's financial responsibilities and the operational requirements for staffing and development.
5. The County procurement ordinance shall be followed in all cases where goods and services are acquired through a private-public venture.
6. Contractual language will include sufficient bonding and liability requirements to protect the County.

The public/private partnership creates activities for visitors and Beaufort County residents at the Okatie Regional Park and adjacent land that is in a conservation easement surrounding the headwaters to the

Okatie River. Just a few miles west of Hilton Head, this program offers access to the Okatie Regional Park via newly created hiking trails and opportunities to view the marshes from a totally new perspective. Okatie Regional Park will be the first of the Rural and Critical Lands Properties (17,000 acres in all) to be open to the recreational public. Currently the Open Land Trust, Beaufort County, and the Rural and Critical lands Committee are working to classify all 17,000 acres into the categories of Preservation, Limited Recreational Use, and Recreational use.

The Okatie Regional Park will be the first to be classified for Recreational use. A highlight of this partnership will be the creation of a new and thrilling Zip Line Adventure. The eco-tour takes visitors on a unique 2 ½ hour professionally guided tour of the Okatie Marshes, wetlands and upland forest. Not only do guests get to view the saltwater marshes from an incredible perspective, but, with GoZip Hilton Head's parallel racing lines guests have the opportunity for a little competition racing side by side with family and friends. Go Zip Hilton Head is a program of Direct Instructional Support Systems, Inc a 501 3 c organization that provides direct service, training and outdoor educational experiences.

The Okatie Regional Park Zip Line Project is a new venture located in Beaufort County, South Carolina. Currently there is no visitor traffic at the park due to the fact it was just created. The marketing plan goal is will increase visitors to the park and assist in the maintenance of the park trails, restrooms, etc.. Presently the Project will be the only tour of its kind in Beaufort County, but a similar venue is currently being constructed at Broad Creek Marina on the island.

External Environment

Economic trends

The Beaufort County Visitor and Tourism Bureau reports that there were 2.5 visitors to Beaufort County in 2010. Approximately 50% stayed in paid accommodations, and spent approximately \$117 per person per day. The United States suffered a recession as many industry giants were faced with financial collapse. Lower income households were most affected, losing jobs and homes. Middle-income households weathered the recession, but drastically reduced consumer spending and increased personal saving. The high income demographic was insulated, other than the paper losses from the stock market dip. Those who still traveled to Beaufort County continued to spend at average levels, including paying for outdoor adventure tours.

Ecological trends

Doing business in a manner that is at least not harmful and at best is restorative to earth's ecosystems has become an important decision making factor for consumers. It has been proven in research studies that customers will choose a company and/or product based on the fact that their purchase is "helpful" to the earth in some way, even if the price is somewhat higher than a comparable purchase. This is a crucial trend and should be considered in every operational decision process.

Technological trends

The age of the Internet continues to evolve rapidly. Enhanced bandwidth and Internet enabled mobile devices are just two examples of advances that spur new uses of applications to bring information directly to consumers. Customers expect to be able to find out everything they need to make a purchase decision on the Internet, up to and including the actual transaction. Increasingly they expect high levels of service and the ability to interact with company or product such as assigning ratings, writing reviews, posting videos and even participating in product naming contests or product design. Simple feedback is now the very minimum expectation. Free forums and social networking provide ample opportunity for consumers

to post this information publicly and immediately following their experience. This creates instant word of mouth and an imperative for companies to leave every customer satisfied, evening difficult customer service situations. Our goal is to be the number one activity on Trip Advisor for Beaufort County

S.W.O.T Analysis

Strengths

Experiential Resources, Inc. (ERI) has 16 years of innovative building experience and has installed successful zip line and canopy tour installations in 40 states and twelve countries. Since 1993, ERi has installed more than 1000 individual zip lines without participant incident. Todd Domeck's creativity, innovative engineering and attention to detail and safety issues results in courses that customers feel safe on and are thrilled to ride. Todd and his team have the expertise to design, build and maintain a top-notch course, as well as to hire and train a dedicated local staff of guides and management. Todd is actively involved in the Association for Challenge Course Technology's Installations Standards Committee, setting building and operations safety standards for the industry. Todd's contacts within the zip line/canopy tour and challenge course industry allow him draw upon a wide array of talented experts for third party inspections and professional advice.

DISS brings over 30 years of operational and management expertise to the project with a strong background of developing public/private partnerships with both governmental and private projects. A strong academic basis guides policy decisions.

Weaknesses

A potential weakness of the plan is having no infrastructure at the park.

Storage:

1. No designated storage area for trail gator, tools, supplies for maintenance, operations and emergencies. Our plan is to lease maintenance/storage space at the adjoining Matthews Marine on Cecil Reynolds Road.

Utilities: (water, sewer, electric)

1. Limited services are planned by the County

Parking

1. No parking is currently available

Signage

1. no signage is currently available

Opportunities

The largest opportunity lies in the 2.5 million visitors to the area. There is an opportunity in creating and maintaining a highly optimized, easy to use website, complete with online reservation capabilities. There is opportunity to create partnerships with the area businesses and offer packaged tours. There is opportunity to capture the drive-by, same day market, passengers that travel the heavily traveled Rt 278 corridor, I-95 to the east, close proximity to Charleston, Beaufort, Bluffton, and Savannah.

Threats

The biggest threat to this operation is a severe downturn in tourist travel to the county. Factors that could cause this include high airline ticket prices, reductions in flight availability, economic stress, and increased frequency and severity of natural disaster (hurricane). Bearing in mind that these types of events can occur during Hurricane Season in South Carolina, it is wise to have disaster and recovery plans in place.

II. Target Market

The customer of the zip line/canopy tour weighs between 70 and 270 pounds and is of an average physical fitness level. Phase Two of the plan provides for additional family activities to be included. The customer demographic is simply a subset of the profile of the average tourist in Beaufort County. Strong emphasis will be placed on the vacation rentals and area hotels and resorts. A market also exists in the high end, as private tours are very popular with those guests that prefer an exclusive experience. There is also a market to be had in the residents of the county, especially in shoulder seasons and for special events such as school field trips, university classes, youth programs, summer camps, graduations, weddings and birthdays.

III. Marketing Strategy

The initial focus of the marketing strategy needs to focus on generating awareness and “buzz”. In reality, a gentle “push” through free tours for locals and activity agents is all that is required to begin market penetration. A longer term strategy needs to account for the bargain hunters that are more likely to react to “pull” marketing tactics, such as the 10% discount for booking on the company website, as well as the socially-aware buyers who will respond to “push” marketing, the proliferation of positive feedback that creates a strong word of mouth awareness.

After opening, the GoZipHiltonHead.com project needs to define itself in order to pursue differentiation from other zip tours in the state. Will it be the most ecologically sustainable zip operation? Will it have the most zip lines, or the longest zip line? Having the connection with the Beaufort County and the Rural and Critical Lands Preservation Program will have a major impact upon the choices of our consumers. GoZipHiltonHead intends to support the Rural and Critical Lands Preservation Program by being a supportive in all community activities involving The Open Land Trust.

IV. Marketing Programs

Product

Initial product offering includes two tour options: the full course, including all the zip lines or a shorter version, using part of the course and a possible dual line racing zip. The names of the tours are TBD. Initial maximum daily capacity will be 60 seats, with a goal of doubling this to 120 (maximum capacity) by this year’s peak tourist season.

Promotion and Place

Social network technologies will be engaged, such as YouTube and Face Book. An easy to use company website will provide all information and online reservation capability. A 10% discount will be offered to customers who book their own reservation online. Partnerships for appropriate "link exchanges" will be actively sought after. Early booking specials with free canopy tours with hotels and vacation properties will encourage guests to visit the Beaufort County area and book their vacation early. Press releases will be written to attract local and statewide press. Announcements and invitations will be sent to popular guidebook authors, relevant travel publications, and the state and county Visitors and Convention Bureaus. Top performing activity sales operations will be contacted and invited to experience the tour personally. Professionally designed rack cards will be distributed using a professional distribution company.

IV. Implementation Controls

Simple tools can be used to track which marketing methods are reaching the customer. A single question on the online reservation form, "How did you hear about us?" can create a very valuable database of information. This information should be gathered for every reservation. Periodic paper surveys can also be used at the check-in in order to determine if the data collected at reservation is accurate.

Short feedback surveys can be emailed to customers who are willing to provide email addresses. This type of consistent information allows minor adjustments to be made to operations before they blossom into significant issues.

PRICE

The full course option will be priced at a rack rate of \$89.00 per person. The shorter version or a possible dual line racing zip for walk up customers will be priced at a rack rate of \$59.00 per person. These price points were chosen with respect to competitors' pricing and in an effort to meet targeted annual revenues. *Range for GoZipHiltonHead - \$59-\$105*

Prices will fall within the ranges established by other successful commercial zip line operations in South Carolina

Criteria 2 – Business Plan

(f) What are your plans for interpretive training of tour guides.

Interpretive training for the tour guides is a cooperative effort of Todd Ballenger and GoZipHiltonHead staff. The vendor will enter into a contract with Todd Ballentine to provide a minimum of 8 hours of training to all vendor staff. Goals of the Rural and Critical Lands Preservation Program will be highlighted in all marketing for the project.

Criteria 2 – Business Plan

(g) What is your Emergency Action Plan including, but not limited to, how you will respond to natural, manmade, and accidental emergencies.

Emergency Action Plan

Medical Protocols and Procedures

Staff Certifications:

Every guide should have, at minimum, Basic First Aid and Adult CPR/AED training. Management will occasionally schedule medical training classes and/or updates. Each guide will be expected to attend these meetings to comply with company medical training standards.

First Aid Equipment and Locations:

Subject to change, please stay informed of current locations

1. Medical Kits:

- Personal Kits on guides
- Group kits located at baseyard, on the Boat and at least two more onsite in waterproof bag

All First Aid kits will be checked once a month and logged.

2. AED:

- At least two on-site: one at base camp and one on the trail gator

All AED units will be checked and logged every morning prior to first guest zipping.

How to properly check the AED:

1. Check expiration date of pads.
2. Visually check Status Indicator located in upper right corner of unit
 - A flashing black hourglass shape signifies that the AED has passed its most recent self-test and is ready to use.
 - A flashing red 'X' signifies that the AED requires attention. It may still be usable, but the device must be checked as soon as possible. The most common reason for the flashing red 'X' is that the AED has a low battery.
 - A solid red 'X' indicates that the battery is missing, completely depleted, or that a critical error has occurred and the unit is not usable. If this occurs, contact your supervisor.

Extensive maintenance testing is not required because the AED automatically runs a self-test at least once per day. By visually checking the status indicator daily, you can verify that the AED has passed a self-test within the last 24 hours and is therefore ready for use.

In Case of Emergency

1. Assess the guest and the situation

- Observe the situation and determine which areas are safe for you and your group

- Communicate with other guests on where to safely stand. DO NOT approach the injured guest if it poses a possible risk to you or others in your group. It is important to not create any further accidents.
- A thorough initial patient assessment is the best assurance that you will be able to make the proper decision regarding the type of urgency of any necessary first aid and/or evacuation plans.
- Take control and manage the situation.

2. Radio/Call the Immediate Supervisor on Duty

- Calmly radio/call the situation to the Mountain Supervisor and request assistance if necessary
- The Mountain Supervisor will make the necessary phone calls and arrangements to ensure the safety of the entire group is handled in a timely manner.
- Calmly radio/call the other member of your guide team to explain the situation. It is important to understand that all members of the group can hear radio transmissions. If it is safe to do so, step away from the group to ensure a private conversation. It is important to remain calm and create a plan.
- At the time of printing, these were the most current phone numbers. Please update numbers when necessary.

Mountain Supervisor: _____
 Operations Manager: _____
 : _____

3. Render First Aid that is Appropriate to your Level of Training

As a guide, it is important that you remain aware of all First Aid Kit locations and where help is available to you.

Good Samaritan Law:

The Good Samaritan Law was adopted to protect individuals who assist anyone who is ill or injured without fear of legal prosecution. It was designed to encourage everyone to help someone in the event of an emergency.

Good Samaritan Principles:

- You must identify yourself and obtain permission to help someone who is injured.
- By law, if a patient is unresponsive, you can provide first aid – this is implied consent.
- You must provide care within your level of training, and continue until the arrival of Emergency Medical Personnel.
- Consent must be give by parent or guardian if the victim is under 18 years of age.

Possible Scenarios:

- Heat Injuries and Treatment:

Exposure to heat will cause your body to lose fluids from sweating. Heat injuries result from the body's inability to replace fluids that are lost from sweating. Many people think that drinking fluids will protect you from heat injury. This is false. Both food and fluids are required to replace the fluids lost due to sweating.

Water is the fluid of choice.

Heat Cramps:

Heat cramps are caused by the excessive loss of electrolytes. You must drink plenty of water as well as eat three meals a day.

Treatment:

- Remove the person from the sun and cool them by loosening their clothing.
- If alert, give them small sips of water.
- Do not massage cramps.
- Help the patient to stay calm.
- Get the patient to the hospital or to a doctor for proper evaluation and treatment of chemical imbalance.

Heat Exhaustion:

Heat exhaustion is caused by long durations of exercise or work in hot/humid environments where the person loses too much salt and water from sweating. The person will appear sweaty, with pale and clammy skin. They will feel weak and dizzy, with headache and no appetite. It often occurs to persons that are physically fit.

Treatment:

- Remove the person from the sun and cool them by loosening their clothing.
- If alert, give them small sips of water.
- Apply cold compresses and have them lay down with their feet elevated.
- If the person is unconscious, loosen their clothing, cool the body and contact an Emergency Medical Provider.

Note: Anyone that has suffered heat exhaustion in the past is more likely to suffer another heat injury in the future.

Heat Stroke:

Heat stroke is life threatening. The skin appears red, hot and dry and the body temperature rises. The patient can be unconscious, comatose, or near comatose with a strong, rapid pulse. Damage can occur to the brain and other organs.

Treatment:

- Move guest into the shade and remove clothing.
- Apply ice packs under neck, armpits, groin, and behind the knees.
- Cool patient with water and fans if possible.
- Call 911.

- **Allergies:**

Treatment available on the mountain is not enough in cases of severe allergic reactions. It is important to ask your guest if they have any severe allergies, especially insect. If a guest has known anaphylaxis, ask if they are carrying a prescription medication in case of an attack. If a guest is not prepared, it is not recommended they continue the tour. A severe reaction is a medical emergency. Shortness of breath, wheezing, swelling of the lips and mouth tissue, muffled voice, inability to swallow, and widespread hives are all danger signals of severe reaction.

Treatment:

Call 911

- **Possible Injury while connected to the cable:**

A 'risk to gain' judgment needs to be made for each situation. The guidelines for patient movement include:

- Consideration of the existing threats to the patient
 - Internal (their condition)
 - External (the situation or predicament).

For example, the internal threat of heavy bleeding, that you cannot control in place would justify movement to a place or position that would allow treatment. The external threat of falling or harness trauma, would also justify patient movement.

If things are going to get worse because of your movement and it is not justified by the current threats, leave the movement to a large resource of people and equipment (Fire and EMS).

Bottom line: If things are going to get worse if you do not move them, it is probably best to move them.

Incident / Accident Reporting:

Accident/incident reports identify trends that require preventative action, monitor policy and procedures, evaluate program quality, and establish staff training needs.

Definitions:

An **accident** refers to a fatality, a disabling injury, or a serious illness for which a guest is transferred to emergency medical care or visits a hospital or doctor.

An **incident** requires first aid to be administered on site, and/or occurs when participation in the program is discontinued for a period of time.

The Incident/Accident form is complete for both.

It is required that you document all incidents and accidents that occur while at work.

- If a GUEST is injured: please fill out the Incident/Accident report form.
Please ensure that the guest initials and signs the form where indicated before they leave.
- If an EMPLOYEE is injured: please fill out the Employee Incident/Accident report form.
- SUPERVISORS: please always fill out a supervisor form for all guests and employees.

Remember!

If you diligently did the following you did everything that was expected of you:

- Used proper judgment
- Used prudent decision making regarding risks involved
- Stressed safety and carefulness
- Assisted guests when they required assistance
- Performed proper first aid in a competent manner
- Documented thoroughly and accurately
- Followed company protocols
- Carried yourself in a confident, humble and professional manner

If you feel you would like and would benefit from post incident debriefing and/or counseling, please don't hesitate to ask...even if it's hard to ask. Realize there is NO judgment in how different people recover from stressful situations and be willing to ask for and find what helps you most.

Avoiding Legal Problems

The manner in which we conduct our activities can have significant impact on our ability to stay out of legal trouble. The instruction must be clear and progressive in nature. In addition guides must model appropriate behavior and procedures. Guides must be familiar with standard operating procedure as well as local operating procedure. Acting outside the scope of either set of procedures puts the guide and the organization at risk.

Emergency Action Procedures Environmental

Environmental Hazards

Each environmental hazard is unique. Some are weather related and others are inherent in a location. The decision to continue or move a program, seek temporary shelter, or postpone or cancel a program should be made based on program goals, client characteristics, and the specific environmental conditions both on the site and for traveling to another location. There is no substitute for having a keen weather eye to help anticipate and prepare for inclement weather and for knowing how to recognize the presence of hazardous animals and plants.

Inspect program areas prior to use for signs of dangerous or nuisance flora and fauna, weather damage, and dangerous ground and overhead conditions. Establish activity boundaries that are free from hazards. Inform participants about hazards such as nails, splinters, rocks, and surface roots.

Weather-Related Environmental Hazards

Rain

Rain, especially heavy rain, increases the likelihood of slipping on wet poles, cables, or ground cover. Heavy rain may be accompanied by heavy winds and lightning, and on occasion may produce rare weather systems like a tornado. Rain does not necessarily indicate that your challenge course program should be cancelled.

Procedure: Use caution when deciding whether or not to continue operation.

Wind

Heavy wind may pick up debris from the ground cover, making visual supervision difficult. Heavy wind may also affect hanging structures by creating difficult situations for zipping including over speed of guests. In such cases, the use of the zipline tour may need to be cancelled or postponed.

Procedure: Use caution when deciding whether or not to continue operation.

Lightning

Lightning is the leading direct meteorological cause of casualties in the United States. Lightning presents direct danger in three ways: (1) a direct strike, (2) induced currents near a strike, and (3) ground currents. Participants should be instructed about specific lightning drill procedures during the initial safety briefing if a storm is noted. Groups should seek shelter in a nearby building until activity can resume.

Procedure: Cease activity immediately, seek shelter, resume after no lightning or thunder is seen or heard for a minimum of 30 minutes:

Fire

Forest fires move very quickly and can trap humans in their path. Fires move faster up hill and through open fields. Every caution should be taken to prevent first including no-smoking policies, fire extinguishers on-site, etc.

Procedure: Attempt to put out or control the fire give the equipment that you have. Evacuate guests toward the lake and seek shelter in the lake.

General Procedures

- Adhere to Leave No Trace ethics to minimize contact with flora and fauna.
- Move away from animals slowly, while facing the animal, if a sighting/contact takes place.
- Know common poisonous flora for the area.
- Inspect site prior to use.
- Include information about poisonous flora and hazardous fauna in safety briefings as appropriate.
- Suggest "tick-checks" as appropriate.

Incident / Accident Reporting

Incident/Accident reports identify trends that require future preventative action, monitor policy and procedures, evaluate program quality, and establish staff training needs.

Definitions:

An accident refers to a fatality, a disabling injury, or a serious illness for which a guest is transferred to emergency medical care or visits a hospital or doctor.

An incident requires first aid to be administered on site, and/or occurs when participation in the program is discontinued for a period of time.

The Incident/Accident form is complete for both.

Reporting Procedures:

- Staff complete the Incident/Accident Report Form
- Make every effort to obtain the injured party's signature.
- Documentation should be complete, objective, and include a comprehensive description of relevant information. Consider that this document may be used by primary caregivers to make treatment decisions. Therefore write in a clear and professional manner; do not indicate fault or responsibility.
- In the case of an accident where responsibility is transferred to EMS personnel, include the name of EMS personnel and the location of the primary care facility to which the injured party is being transported.
- If the person returns to the program, note the name of the physician giving permission to do so.
- The lead facilitator has the authority to deny or adapt level of participation of a participant who returns to a program and should note such decisions on the form.

Ongoing Decision Making Model for Stopping or Postponing Activities

W.W.A.Y.T

This model has been developed to assist guides and management in making good decisions before and during zip operations. This model is a tool designed to help foster a safer environment and greater guest satisfaction but cannot replace the use of common sense and good judgment. While there are many unpredictable causes for accidents in adventure activities, this model encourages you to examine three common factors that are often present when accidents happen:

- trying to keep a schedule;
- trying to please the customer;
- trying to please supervisors

Below are reasons why you will delay, stop or cancel the tour:

- Lightning
- Equipment Malfunction
- Tour fails a SEE inspection (beginning of day or ongoing)
- Emergency Gear (First Aid kits, retrieval ropes, etc. not in place or unavailable)
- Radio / Phones not working properly
- Lack of properly trained qualified staff

Use the following model, W.W.A.Y.T., when the zip facility and all logistical details are in good working order. But please note that extenuating circumstance may warrant a judgment call to delay or cancel a tour despite what this model might tell you.

Weather: Excess precipitation causes guests discomfort. The consequence of wet weather can result in guest slipping and falling, not understanding directions from their guides, lead to hypothermia, etc. Please rate the current weather conditions using the following scale: 10 being calm, clear, warm and 50 being some of the worst you have seen.

10 20 30 40 50 Total _____

Wind: Excessive wind can cause guest discomfort, difficulty seeing and communicating. Additional consequences of excessive wind speeds are slowing guest's zip speed and preventing them from making it all the way to the platform or creating excessive zip speeds that may cause injuries during the landing. Wind speeds must be checked before every zip and communicated during the radio signals. If winds are gusting, it may be appropriate to wait until the gusts subside before sending guests or give you guest additional instruction on body position. Indicate the wind speed in actual numbers below and add together.

Sustained _____ Maximum _____ Total _____

Abilities of the guests: Every group is different and will have its challenges. Are your guests overweight? Wet? Are they generally unhappy people? Is there anyone in the group that is suffering from an injury? Is the group paying attention? Are they scared? A score of 5 would be the best group that you have ever had. They would be athletic and fit, normal size range, they would pay attention to your instructions and would be wearing the proper attire. A score of 25 would be a group that my contain

guests that are overweight, intoxicated, struggling with the walks, complaining, do not get along, etc. Rate the group's abilities and confidence.

5 10 15 20 25 Total _____

You: Personal competence. How are you feeling about everything? Are you just recovering from a cold? Hung over? Angry with your co-worker? Can't remember a certain procedure or just haven't done this job in a couple of weeks. Many things contribute to an accident and your judgment in no exception. Please rank your personal competence in leading the tour today using a scale of 5-20. A score of 5 would be 100% and 20 would be questions whether you should be at work today.

5 10 15 20 Total _____

Time: Things won't always go as planned. Tours will leave late and others will take too long. Trying to rush a group is frequently a factor in accidents involving adventure activities. Do you have enough time to complete the tour using normal speeds and procedures? Are you going to have to "rush" to release the braking system? Do you feel like the group will be able to keep up with you? Please rate your outlook on the amount of time you have to complete your tour. A 5 would indicate that you actually have more time than you expected and a 25 would indicate that you don't think it's humanly possible to complete the tour in the give amount of time.

5 10 15 20 25 Total _____

Grand Total _____

Score of 25-75: No need to be concerned. Remain observant and continue the tour.

Score of 75-150: Consider continuing the tour with great caution. Continue to monitor the situation and check in with your guests often. Be open to delays or cancellations even after the tour has begun. Check with your supervisor or lead guide to get a second opinion.

Score of 150 +: Great concern. Stop operation.

Criteria 2 – Business Plan

(h) What is your Environmental Protection Plan for both the construction and operation of this project including, but not limited to: recycling efforts, waste management and reduction.

During construction all poles and materials will be delivered to the north service road. Many of the materials will be pre-assembled off site. All staff (Beaufort County Planning Department, The Open Land Trust, GoZip and an environmental scientist or similar) will determine construction corridors to each platform, zip corridor location. This corridor will allow for equipment to drill the holes for the poles. Standard construction techniques will be used to limit impact, soil erosion, and impact on the ecosystems of the park

Criteria 3 – Key Personnel

(b) Construction, Maintenance and Operations – What are the resumes of all managers and senior-level supervisors who will be involved in the management of the total package of services for the construction, maintenance and operation of the completed/constructed zip line, as well as the delivery of specific services.

Gary K. Moore, Ph.D.

535 B Lakeview Blvd.

Worthington, Ohio 43085

ph: 614-846-8946

emailmoore@adventurecenter.org

Qualifications

Recognized as a leader in the workplace at every level.

Able to see the big picture and goals of the organization, and get results.

Consistent history of drawing in new business and delivering high client satisfaction.

Team player, recognized for bringing out the best in others in working towards corporate synergy.

Strong public speaking presence, interpersonal communication skills and writing ability.

Creative and timely problem solver, able to deliver under pressure of deadline.

Proficient in wide variety of computer programs, including all Microsoft Office applications.

Professional Experience

Educator and Coach

1969-1998

Worthington City Schools

Graduate Faculty – Adjunct

The Ohio State University

1982-2003

Advisor to Ph.D students studying in the Program of Outdoor Pursuits, assisting with their research for their dissertations.

Designed workshops, seminars, and independent studies for teachers throughout Ohio.

Presented several papers nationally in the field of adventure education/outdoor education

Board Member: International Field Studies, Andros Island, Bahamas

1982-1988

Instructor and Group Facilitator

1976 - Present

Adventure Education Center and SuperGames

- o Guide school, youth and corporate groups in various experiential learning programs focusing on teamwork, leadership and adventure-based activities.
- o Certified instructor for all challenge courses, including high ropes and ground-level initiatives, as well as many other educational and recreational camps and programs.

Recreation Commission – City of Worthington, Ohio

1996-1998

DIRECT INSTRUCTIONAL SUPPORT SYSTEMS, INC : CEO

June, 1988 – Present

Adventure Education Center & SuperGames

- o Worked with corporate clients to plan picnics, banquets, conferences, etc.
- o Booked, planned and hosted over 600 events per year with budgets up to \$150,000 Gave equal attention to clients from small companies and assisted non-profit organizations plan fund raising events.
- o Created marketing and sales plan for upcoming seasons.
- o Designed brochures, postcards and other promotional materials in conjunction with graphic designer.
- o Collaborated effectively in team environment with co-workers in other departments (catering, grounds and facilities, admissions, programming, construction, etc.).

Saved two major United Way Camps from going under by providing activity revenue, increased attendance and programming to make them solvent again.

Expertise in developing public/private partnerships

Recently awarded an RFP to develop a regional park including canopy tours, ropes courses, interpretive hiking trails.

Responsible for over 115 full and part time staff with an annual budget of 1.5 million

Designed programs with an annual participant count of over 100,000 per year in over 100 different school and community programs

Designed and constructed over 100 climbing walls, ropes courses, challenge courses, and zip lines throughout the Midwest.

Wrote grants for \$1.5 million for area schools.

Received Safe Boating Grants from the Ohio Department of Natural Resources, Division of Watercraft for \$100,000

Designed summer camp programs for 30 years and over 200,000 camper days.

One of the original 12 Board members of ACCT (Association of Challenge Course Technology) – This association sets standards for the Challenge Course, Zip line , Canopy Tour Industry

Education

Bachelor of Arts – Otterbein College 1969

Master of Education – The Ohio State University 1973

Doctor of Philosophy – The Ohio State University 1977

BRIAN J. BRUN

PROFESSIONAL EXPERIENCE

Crossings Ministries, Bagdad, KY

www.crossingscamps.org

For the past 11 years, over 50,000 people have attended Crossings Camps

Associate Director, Cedarmore Camp and Conference Center, Jan 2011 – Dec 2011

- Organized two large capitol projects by creating project Gantt Charts to ensure productivity of sub-contractors and identify and head off cost over run and time line risk areas
- Processed all payables and payroll for capitol projects and regular campus operations
- Assisted in the implementation of 360 degree staff performance evaluations

Z-Braking Systems, LLC, Louisville, KY

www.Z-Brake.com

Z-Braking Systems is a product-based company created around patent pending designs using cable deflection to create resistance. Z-Brake™ is our signature product line for use on zip lines from 3/8" cable to 7/8"

Owner/CEO, Established 2011

- \$60k in Revenue in the first 3 months
- Designs have been extensively tested and built to outlast anything on the current market.

The Challenge Me Group, LLC, Louisville, KY

www.challengemegroup.com

CMG is consulting, design, project management, and construction provider serving the adventure, eco-tourism, and experiential industries.

Owner/CEO, 2005-Current

- \$150k in Revenue in the first six months
- Designed and tested specialized custom fabricated hardware for four different projects
- Managed a \$1.6 million dollar project in Branson, MO
- Pioneered the use of high accuracy GPS to layout zip lines and regularly survey sites for other builders
- Developed extensive project costing tool and have used it to assist other builders protect their bottom line and deliver accurate estimates
- Constructed three large scale zip tours between May 2010-July 2011

- Installed the first 2 Power Fans™ in the US. One of which is located atop a 100' tower and has a custom built and installed I-beam cantilever with a traveling mounting beam allowing for easy servicing of the unit.
- One of only several builders who have managed helicopter lifts to set poles, structures, and string cables.

Experiential Resources, Louisville, KY

www.experientialresources.net

ERi is an experiential and adventure solutions, construction, and training organization.

Vice President over Operations, 2007-2009

- Hired, trained, and managed inspectors and construction crew members
- Designed, sold, managed, and constructed over \$500k in custom projects
- Managed expenses and reporting for \$2.4 million dollar project in Maui
- Collaborated with CFO and CEO on financial projections, yield management, project strategy and division budgets
- Co-developed business and operations plan with senior management team following a 150% revenue growth
- Redesigned communication elements and streamlined media plan including company website which aided increasing the revenue of all divisions
- Implemented, installed, and managed networking infrastructure and small business server
- Performed legal and business reviews on all client contracts.

Director of Inspections, 2006-2007

- Generated more than \$100k in revenue for division
- Conducted over 100 technical safety inspections and repairs in over 20 states
- Safely drove 75k miles over the course of 1 year

Contract Builder, Inspector, and Trainer, 2004-2006

RockQuest Climbing Center, Cincinnati, OH

www.rockquest.com

RockQuest is one of the country's largest indoor climbing gyms and outdoor adventure companies.

General Manager, 2005-2006

- Directed overall business success including marketing/sales, HR, finance and operations.
- Developed strategic positioning and branding in a competitive marketplace.
- Increased cash flow and reduced operating debt through cost savings measures.
- Increased overall revenues and profits from all business units.
- Maintained positive working relationships with key vendors.
- Managed redesign of company website and functionality introducing online bookings and equipment sales
- Revamped marketing plan including press relations, advertising, and partnerships.
- Hired, trained and managed a staff of 15 including guides and office staff.
- Established an HR plan including training manual, comprehensive compensation packages and policies/procedures.
- Developed strategic business plan via comprehensive business analysis to obtain short and mid term goals including marketing, sales, operations and financial objectives.
- Elevated business presence and community relations via networking at associations/events (Chamber of Commerce, Visitor's Bureaus, Arts/Culture groups and other opportunities) as well as developing and hosting *Food for Climb* food drive resulting in the filling of five fifty-five gallon barrels in one day for the local food bank

Joy Outdoor Education Center, Clarksville, OH

www.joec.org

JOEC is a year-round learning center serving children, schools, families, businesses, and organizations.

Adventure and Safety Coordinator, 2001-2005

- Personally conducted quarterly initial unbiased job training assessments for potential linemen for Cincinnati Bell.
- Safely and competently led experiential activities for up to 50 recreational participants at a time
 - Delivered over 1200 hours of programming to more than 5000 clients
 - Developed and facilitated programs for a diverse range of participants
 - Programmatic specialties include team focus, diversity awareness, communication improvement, and process improvement
- Planned and executed numerous facility improvement programs
 - Engineered and managed construction of an \$80k unique indoor challenge course within project budget and on-schedule
- Developed annual budgets and balanced financial accounts including over \$70k in equipment inventory and \$300k in capital assets
- Strengthened risk management and OSHA compliance by implementing new policies and ensuring compliance with current policies

- Managed, trained, and elevated certification qualifications for over 50 staff members
- Developed and conducted training programs to ensure staff and client safety while exceeding OSHA guidelines
- Ensured safety of hazardous training equipment used by 11,000 participants/year
- Served as on-site risk management and OSHA coordinator for all staff members and 45,000 clients over a four year period
- Introduced universal accessibility principles into organization and engineered systems to put them into practice
- Developed and implemented the use of an intranet and database to increase access to vital information between departments
- Managed accreditation with the Association For Experiential Education

EDUCATION/CONTINUING EDUCATION

Sinclair Community College – Business Management

Leadership Challenge – Certificate of Completion offered by ILA

Trimble GIS Data Collection and Processing – Certificate of Completion

Villanova University – Project Management Professional Certification Course

PROFESSIONAL AFFILIATIONS

Association for Challenge Course Technology – Institutional Member

ASTM – F24 Committee Member

Criteria 3 – Key Personnel

(d) Are all personnel working on this project certified through the Association for Challenge Course Technology (ACCT), American National Standards Institute (ANSI) or other approved certifying agency standards; provide copies of each of these certifications.

All personnel are PVM or Professional members of ACCT

Criteria 4 – References

What are your references from governmental entities, companies or customers – these should be within the past three (3) years

Operational-Public/Private Partnership Reference

Direct Instructional Support Systems, Inc.

Boy Scouts of America (1966 – present) – Joint Venture at their 256 acre Camp Lazarus facility

Construction References

GoZip/ERI

We have been in business since 1993. We have designed and built hundreds of challenge course, rock climbing walls and zipline tours in 40 states and 14 countries.

Commercial canopy tours:

Kapalua Adventures, Lahaina, Hawaii 2008

Project Profile: 8 tandem ziplines, climbing wall, suspension bridge, giant swing and challenge course. In addition a “reverse zipline” that carries guest up the mountain 3,000 linear feet called the “Zipper Lifter”

Longest Line: 2,300’

Total installation time: 8 months

Total Installation Cost: \$2.3M

Current Annual Revenue \$3.8M

Leadership Sports Canopy Tour, Middleton, Connecticut 2007

Project Profile: 5 single ziplines and 3 suspension bridges built primarily using trees

Longest Line: 800

Total installation time: 2 months

Total Installation Cost: \$175,000

Current Annual Revenue \$750,000 estimated

Piiholo Ranch, Makawao, Hawaii 2009

Project Profile: 6 Tandem Ziplines, TANGO TOWER climbing structure, 3 suspended bridges and 1 307’ long timber suspension bridge.

Longest Line: 2,800’

Total installation time: 8 months

Total Installation Cost: \$1.6M

Current Annual Revenue \$2.8M Estimated

Just Live Canopy Tour, Koloa, Hawaii 2008

Project Profile: 8 single ziplines primarily using trees, 5 suspended bridges, 2 towers on wood poles.

Longest Line: 900

Total installation time: 2.5 months

Total Installation Cost: \$220,000

Current Annual Revenue \$1.1M Estimated

Ozone Zipline, Oregonia, Ohio, 2009

Project Profile: 8 single ziplines primarily in trees, 1 5-sided stair tower, 4 suspension bridges

Longest Line: 1,000'

Total installation time: 4 months

Total Installation Cost: \$440,000

Current Annual Revenue \$1.4M Estimated

While our experience in this field is vast, the tours listed above represent some of our best work. We have designed and installed 11 complete zipline canopy tour operations, designed several others and have constructed more than 1,000 zipline spans in the past 18 years.



BOY SCOUTS OF AMERICA
Simon Kenton Council

LETTER OF REFERENCE:

December 12, 2011

Adventure Education Center (Direct Instructional Support Systems, Inc.) has been a consistent tenant of ours since 1996 at Camp Lazarus in Delaware Ohio. Camp Lazarus is a 256 acre scout camp located just outside of Columbus Ohio. The Adventure Education Center have partnered with us in providing a quality program to the youth of central Ohio. They have developed a state of the art adventure facility with 5 high ropes courses, zip wires, climbing walls, and a 50 station ground level team building course.

This venture has provided \$504,000 in revenue in support of our programs for the Boy Scouts.

Adventure Education Center is very sensitive to the environment and practices low impact programming and they work closely with my staff assisting in the maintenance of the camp, and following our environmental easement plan and general property guidelines.

As a youth serving high adventure outdoor organization, we could offer a similar experience, but frankly their company does a better job in promotion, recruiting, and implementation then I could offer. This is evident by the fact over the last 15 years on our property they have served over 170,000 individuals.

If you have any questions please give me a call directly at 614-310-1332

Jonathan Bonness
Director of Camping

1901 E. Dublin-Granville Road • P.O. Box 29207 • Columbus, OH 43229
614.436.7200 • Fax: 614.436.7917 • Toll Free: 800.433.4051
www.skobsa.org



Criteria 5 – Financial Qualifications

- (a) Demonstrate proof of ability to obtain and maintain throughout the contract period, the insurance requirements as specified in the proposal documents.
Please include copies of current Certificates of Insurance
Attached Certificates



CERTIFICATE OF LIABILITY INSURANCE

MAS1

DATE (MM/DD/YYYY)
4/14/2011

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Hibbs-Hallmark & Company 501 Shelley Drive P.O. Box 8357 Tyler, TX 75711	(903) 581-8484	CONTACT NAME Shanna Mallard PHONE (A/C, T, F, C) 903-581-8484 8642 FAX (A/C, T, F, C) 903-581-8888 EMAIL shanna.mallard@hibbhallmark.com ADDRESS PRODUCER CUSTOMER ID: EXPERES-01
INSURED Experiential Resources, Inc. Go Zip, LLC 808 Office Rd Lahaina, HI 96781-	INSURER(S) AFFORDING COVERAGE General Ins. Co. Great American E&S Ins. Co. Mutual of Omaha INSURED: INSURER: MEMBER:	STATE

COVERAGE	CERTIFICATE NUMBER	REVISION NUMBER			
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.					
LINE	TYPE OF INSURANCE	POLICY NUMBER	START DATE	END DATE	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input checked="" type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> \$5,000 deductible GEN'L AGGREGATE LIMIT ALLIES PER POLICY <input checked="" type="checkbox"/> PER OCC <input type="checkbox"/> PER	VUMC10B004DACT043	4/1/2011	4/1/2012	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO CONTENTS (per occurrence) \$ 1,000,000 MEDICAL EXPENSES (per occurrence) \$ Excluded PERSONAL & ADJ INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPLETED \$ 2,000,000
B	UMBRELLA LIME <input checked="" type="checkbox"/> COSUR <input type="checkbox"/> CLAIMS MADE EXCESS LIME DEFENSIBLE RETENTION \$ WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROFESSIONAL NEGLIGENCE OFFICER/INSURER EXCLUDED? (Mandatory in FL) IS THIS POLICY OPERATIONS ONLY?	XS63847#202	4/1/2011	4/1/2012	DEFINED SINGLE LIMIT (per occurrence) \$ BODILY INJURY (per person) \$ BODILY INJURY (per occurrence) \$ PROPERTY DAMAGE (per occurrence) \$ EACH OCCURRENCE \$ 3,000,000 AGGREGATE \$ 3,000,000 NO STATE LIMITS OTHER
C	Accident	TSMP51706077	4/1/2011	4/1/2012	PARTICIPANTS/FACILITATORS \$ 5,000

DESCRIPTION OF OPERATIONS, LOCATIONS, VEHICLES (attach ACORD 101, additional forms, Schedule, limited space is required)

CERTIFICATE HOLDER FOR INFORMATION PURPOSES ONLY XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXX	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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Criteria 5 – Financial Qualifications

(b) Can you demonstrate the financial ability to independently permit and construct the Zip Line and run the business thereafter. (County funds will not be available for the construction of this project.)

The following information is available on request.

- Audited organization financials 2010 attached
- The most recent 10-Q report.