



Frequently Asked Questions

Helicopter Tours in Banff – Alberta – Canmore Heliport

Q: How long does it take?

A: The length of a tour varies depending on which tour you choose. Please refer to the following link for more details <http://canadianoutback.com/banff-helicopters.php>

Q: How much is a Helicopter Tour?

A: Prices vary depending on the tour you choose. Please refer to the following link for more details <http://canadianoutback.com/banff-helicopters.php>

Q: What should I wear on the trip?

A: Comfortable practical clothing for the weather on the day.

Q: Can I bring a camera on with me?

A: Yes, cameras are encouraged.

Q: Where and when do I check in?

A: We require you to check in 20 minutes prior to your tour departure at the Canmore Municipal Heliport located at 91 Bow Valley Trail, Canmore. You should also call at least 24 hours before or on the day of your tour to confirm departure and weather conditions.

Q: Do you provide transportation?

A: Ground Transportation to the Canmore Municipal Heliport is available from any hotel or attraction in Banff or Canmore. Call 403-678-4802 at least one day in advance of your tour if you would like to book a seat. Space is limited so call early.

Q: If it's raining will the trip still run?

A: Trips run rain or shine. However, if it is unsafe to fly the flight will be cancelled. In this case you can re-schedule for another day. We recommend you schedule a helicopter tour near the beginning of your trip for this reason. If you are unable to fly another day we will issue a full refund.

Q: What is your refund policy?

A: Refunds will not be given within 24 hours of the tour. Unless we have to cancel the trip due to unforeseen weather circumstances, in which case we will issue a full refund.

Q: Do I have to pre book/pay?

A: We take full payment via credit card at the time of booking. Pre booking is mandatory for all helicopter tours.

Q: What time of year do Helicopter tours run?

A: All year round, daily (based on availability and weather conditions).

Q: How far in advance do I have to book?

A: We take bookings months in advance or even the day before. It is up to you how last minute you want to leave your booking. By leaving it to the last minute, you take the risk that there will not be any space left during the tour time which you desire.