



Frequently Asked Questions

Ice Climbing Tours near Banff – Alberta - Canmore

Q: How long does ice climbing take?

A: We offer half day lessons (3 hours) and full day lessons (5-6 hours).

Q: Where is the Ice Climbing Base located? When do we check in?

A: The check in office for ice climbing is in Canmore, Alberta. Upon completing your booking we will send you directions and a map. We ask that you check in 15 minutes prior to your tour time.

Q: Where are the ice climbing tours located?

A: There are several great ice climbing locations that can be readily accessed for daily lessons from our office in Canmore. They include: Grassi Lakes "Junkyards", King Creek, Johnston Canyon, and Haffner Creek.

Q: Do you provide transportation?

A: Transportation can be arranged at extra cost.

Q: What are the restrictions?

A: The minimum age is 11 years. You must also be fairly physically fit.

Q: Do I need previous experience to go ice climbing?

A: No, there is no experience necessary.

Q: What certifications do your guides have?

A: Our guides and instructors are certified by the Association of Canadian Mountain Guides. They are members of a guiding team that shares current conditions and technical tips on a daily basis. Staff training and mentoring by our most senior guides ensures uniformly high standards for all of our guides.

Q: What should I wear on the trip?

A: There can be periods of inactivity in very cold temperatures. Don't be afraid to bring too much! We suggest bringing light clothing of varying thicknesses that can be 'layered' to achieve comfort and versatility. The most important consideration for clothing is the ability to regulate temperature as you change from periods of activity to periods of rest. We discourage cotton clothing as it causes rapid heat loss when wet. Ski wear works well. Below is a list of suggested clothing to bring. We will supply all the technical equipment that you will need.

- Long underwear (top & bottom), polypro, wool or fleece.
- Warm pants (pref. insulated or fleece)
- Warm shirt (not cotton)
- Sweater (medium or lightweight)
- Fleece Jacket (heavyweight)
- Insulated jacket or vest
- Waterproof jacket with hood (Gore-Tex or nylon)
- Waterproof pants (Gore-Tex or nylon)
- Socks (wool outer & polypro liner)
- Wool or fleece hat that will cover ears & fit under helmet
- Waterproof climbing gloves &/or mitts plus spares.
- Knee-length Gaiters
- Neck tube.
- Daypack (large enough for spare clothing, your lunch & climbing gear e.g. rope & crampons). Rentals available.
- Sunglasses
- Thermos flask and/or water bottle (full!)
- Sun cream

Q: How much is it to go ice climbing?

A: Current season prices are available on our website

<http://www.canadianoutback.com/banff-ice-climbing.php>

Q: What is your refund policy?

A: This tour is non refundable within 48 hours of departure and 2 weeks non refundable for group bookings of 10 or more.

Q: Do I have to pre-sign the waiver?

A: Upon arrival, everyone will be required to sign a liability waiver. Youths 19 years or younger require a parent or guardian's signature on the waiver. If under the age of 19 and guardian cannot be present to sign, please inform our office and we will email you a waiver PDF file to be printed and pre signed by the parent or guardian. The waiver must be dated for the day of the tour.

Q: Do I have to pre book/pay?

A: We take full payment via credit card at the time of booking. Pre booking is recommended to ensure your space on the tour.

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.