



Frequently asked Questions

Rafting Tours in Banff AB – Kananaskis and Horseshoe Canyon Rivers

Q: When is the best time to go rafting?

A: We run our rafting trips from May until September. No matter what time of the season you choose to raft you are going to have an amazing time, and a great experience.

Q: What is the age limit? What if I'm alone?

A: People with medical conditions should consult their doctor first. The Kananaskis half day trip is suitable for ages 5 & up. The Horseshoe Canyon trip and the Kananaskis & Horseshoe Canyon Full Day Adventure trip are suitable for those who are at least 12+ years old and 90 lbs.

If you are traveling alone, or in pairs, you can always book a trip! Our rafts hold between 8 and 10 people, so you will be partnered up with other rafters.

Q: What do I need to wear/bring?

A: Please wear a swimsuit or shirt and shorts (preferably not cotton). Footwear should be running shoes or sports sandals (must be securely fastened to your foot- no flip flops please). Also bring a change of clothes and shoes for after your tour, as well as, a towel, sunscreen, and a fleece or wool top.

Q: Do you take pictures along the way?

A: Yes, we take photos from shore of your rafting trip and have them on display at our office at the end of your trip. You can view and purchase them at the end of the day. For \$20 you can purchase a CD in a hardcover case with all the photos from the day.

Q: Can I bring a camera?

A: It is not recommended to bring a camera as it is very easy to lose or damage it while rafting. If you decide to bring one, we recommend a disposable, waterproof camera as it won't matter if it falls out of the raft. We'll be taking photos from the shore throughout the day. You can view and purchase the photos at the end of the day.

Q: Our group would like to all be in the same raft. Is this possible?

A: Yes, in most cases it is possible for your group to all be in the same raft. Our rafts hold 8-10 people, so if your group is larger than 8-10 people you'll have to be split up into smaller groups. The guides and river manager of the day will be aware of your group ahead of time and will be planning the best logistics for the group.

Q: What about the weather?

A: Whitewater rafting is fun in any type of weather, provided you are properly dressed. We gear you up extremely well for your day out on the water so we can all have a great day! We raft daily rain or shine, and you'll get wet either way.

Q: What is your refund policy?

A: You may cancel your rafting trip up to 72 hours prior to trip departure for a full refund; no refund within 72 hours of trip date. Groups of 10 or more are 2 weeks non-refundable.

Q: Are there wetsuits large enough for me/my group?

A: This is common question that we receive. Our wetsuits come in an assortment of sizes. They are suitable for kids as small as 6 years of age, and adults up to XXXL. Same goes for the rest of our gear. Our life jackets fit up to a 52 inch chest size.

Q: When should I book?

A: You should book as soon as you know when you would like to raft. Most days of the summer fill up quickly and book out completely. You may cancel your rafting trip up to 72 hours prior to trip departure for a full refund if need be. We recommend making a reservation as soon as you have a date in mind. Why not check availability now for some dates you may have in mind? Please call 1-800-565-8735 ext. 2.