



Frequently Asked Questions

Zipline and Snowmobile Combo Tours Near Banff – Alberta – Field, BC

Q: How long does the Zipline and Snowmobile Combo tour take?

A: The zipline portion is 45mins – 1hour round trip from our base and the snowmobile portion is 3 hours round trip from our base. The combo trip is around 4 to 4.5 hours in total.

Q: Where is your base located? When do I need to check in?

A: The Snowmobile and Zipline base is located 65 minutes West of Banff on Highway # 1 off of Beaverfoot Road. Upon the completion of your booking, we will send you directions and a map to the check in location. We require you to check in 15 minutes prior to your scheduled departure time.

Q: What are the restrictions for ziplining?

A: Minimum weight is 66lbs. and maximum weight is 275lbs.

Q: What are the restrictions for snowmobiling?

A: Participants must be 16 years or older to drive a snowmobile. Passengers must be at least 6 years old.

Q: Do I need previous experience to zipline or snowmobile?

A: No, anyone who is within the required weight and age restrictions can participate in the Zipline and Snowmobile combo trip with us. All skill levels can participate – even beginners!

Q: I am / was recently injured; can I still take the tour?

A: This is completely at your own discretion. You will be required to sign a waiver at check in which leaves us not responsible for any injuries that may occur during the tour. If you have an injury we recommend you consult with your doctor before participating in this activity. Please note that there is walking / hiking involved on the tour including some hills and stairs.

Q: How much does the Zipline and Snowmobile Combo tour cost?

A: Current season prices are available on our website.

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

Q: What should I wear on the trip?

A: Closed-toe sturdy footwear and your own winter/ski wear if you have it. We recommend you wear warm winter boots. We provide helmets that are mandatory to be worn. We have limited winter suits, boots, goggles, gloves and neck warmers available for use. We also have foot and hand warmers available for purchase.

Since it is not easy to add or remove layers during the trip, you should choose something that will suit you for the duration of the tour. Scarves, open jackets or shirts and clothing tied around the waist are not acceptable. Backpacks, fanny packs, and shoulder bags are not allowed during the zipline portion as they can interfere with the harness. If rain is expected, you should bring your own rain gear. Long hair should be held back with a hair band.

Q: Can I bring a camera on with me?

A: Cameras are encouraged. However, be aware that snowmobiling can be quite bumpy and rough so delicate and large cameras are better left behind. Small inexpensive pocket cameras are best. While ziplining, the camera needs to be stored in a secure zipped up pocket in your jacket.

Q: Do you provide transportation?

A: Transportation can be arranged from Canmore, Banff, and Lake Louise (based on availability). Please mention at the time of booking.

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

A: Trips run rain, snow or shine. Please be sure to check the weather prior to your departure and dress appropriately.

Q: What will we see on our snowmobile tour?

A: The tour will offer spectacular scenery, breathtaking (and potentially frozen) waterfalls, history, and a good chance to view wildlife!

Q: What is your refund policy?

A: Refunds will not be given within 7 days of the tour. Group bookings are non refundable 2 weeks prior to departure.

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 e-mail you a waiver PDF file to be printed and pre signed by the parent or guardian. The waiver must be dated for the date 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: What time of year do Zipline/Snowmobile combo tours run?

A: Zipline trips run all year round, from 9am-5pm on the hour (based on availability). However, the snowmobile portion only operates while there is snow on the ground. If you are interested in a Summer Zipline combo tour, please take a look at our Zipline/ATV Combo Tour here: <http://canadianoutback.com/banff-zipline.php>.

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.