



## Frequently Asked Questions Zipline Tours in Banff - Alberta

**Q: How long does the zipline tour take?**

A: Tours are 45mins – 1hour round trip from the zipline base.

**Q: Where is the Zipline Base located?**

A: The ATV and Zipline base is Located 65 minutes West of Banff on Highway # 1 at 2810 Beaverfoot Road near Field, BC.

Traveling from the East: We are located 56 kilometers west of Lake Louise on Highway #1, exit left onto Beaverfoot Road. You will see our Awesome All Season Adventures reception within 30 seconds. Watch for tour signs.

Traveling from the West: We are located 26 kilometers east of Golden on Highway #1, exit right onto Beaverfoot Road. You will see our Awesome All Season Adventures reception within 30 seconds. Watch for tour signs.

**Q: What are the restrictions?**

A: Min weight 66lbs. Max weight 275lbs.

**Q: Do I need previous experience to zipline?**

A: No, anyone who is within the required weight restrictions can zip with us.

**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 is it to zip?**

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: Since it is not easy to add or remove layers under a harness, you should choose something that will suit you for the duration of the tour. Comfortable and functional clothing for the outdoors should be worn. Scarves, open jackets or shirts and clothing tied around the waist are not acceptable. Bring appropriate closed toed footwear such as hiking boots or athletic shoes. In winter, warm boots are recommended. Open toe footwear is not permitted. Backpacks, fanny packs, and shoulder bags are not allowed 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 an elastic band.

**Q: Can I bring a camera on with me?**

A: Cameras are encouraged. However, it needs to be stored in a secure zipped up pocket in your jacket.

**Q: Where and when do I check in?**

A: We require you to check in 15 minutes prior to your tour time at 2810 Beaverfoot Road near Field, BC at the Awesome All Seasons Adventure base. A map and driving directions will be sent to you at the time of booking via email.

**Q: Do you provide transportation?**

A: Transportation is not provided for this tour. You are required to get yourself to the check in desk.

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

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

**Q: What is your refund policy?**

A: Refunds will not be given within 24 hours 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 18 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 tours run?**

A: All year round, from 9am-5pm on the hour (based on availability).

**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.