



Frequently Asked Questions

Elaho Exhilarator Whitewater Rafting in Squamish BC

Q: How long is the trip?

A: The Elaho Exhilarator is approximately 5 hours round trip with 2 hours on the water.

Q: What are we doing for the remainder of the time that we are not rafting?

A: Upon arrival you will check into the rafting base and sign your waivers. The Trip Leader will then give an orientation talk regarding the equipment we will provide you with and everything else you need to know before we depart. You will have time to change into your wetsuits and take care of your belongings before you board the bus for your rafting adventure. The drive up the river will take approximately 50 minutes. At the "put in" point, the trip leader will present a safety talk, explaining everything you need to know about rafting and how to stay safe during your trip. At the end of the rafting tour, we board the bus again for a short ride back to our adventure base, about 25 minutes. There you will have time to change into your dry clothes and enjoy our delicious BBQ meal which we will have waiting for you!

Q: What are the restrictions?

A: To raft the Elaho you must be a minimum of 13 years old and at least 90 lbs (40 kg). You do not need any previous experience to raft and enjoy the Elaho.

Q: How much is the Elaho Rafting trip?

A: Prices vary depending on the day and time of year which you raft. All of our prices are listed on the website. Please refer back to the following link.

http://canadianoutback.com/raft_elahoex.php#pricing

Q: What is provided?

A: We provide you with a full farmer john wetsuit, a wetsuit jacket, booties for your feet, a helmet and life jacket. Spray jackets are also available upon request.

Midway down the river we will offer a light snack consisting of cookies, gummy worms and lemonade or hot chocolate (on colder days). At the end of the rafting trip, we provide a full buffet style BBQ meal back at our rafting base.

Q: What is included in the BBQ Meal?

A: Your choice of either a chicken burger or veggie burger, green salad, potato salad, chips & salsa, lemonade and fresh baked cookies. If you have any allergies or dietary restrictions you are welcome to BYO food to the base to enjoy with your group. We also recommend you eat a big breakfast the morning of your Elaho rafting adventure and you can bring a snack and drink with you for the bus ride. It is a long day until you receive our delicious BBQ meal.

Q: What should I wear on the trip?

A: Wear clothing appropriate for the weather that day as our base is an outdoor facility.

For Rafting wear a bathing suit or swim shorts under the wetsuit we provide you with. Some people wear a layer of polypropylene long underwear, polar fleece, or a thin wool sweater under their wetsuit. This is entirely optional, though a good idea for anyone who may get chilled easily or during cooler temperatures. **Do not wear cotton** while rafting as it retains cold against your body. You will get wet, so bring a towel and dry set of clothes to change into after the trip. Also bring a plastic bag in which to put your wet clothes into.

Q: Can I bring a camera with me?

A: This is NOT recommended as there is high potential for your camera to get wet or damaged. There is also nowhere to store your camera on the raft or on your body. If you must bring a camera we recommend a disposable water proof version so if you lose it or break it you won't be devastated! Our photographer will follow you down the river as you raft, taking high resolution action shots of your trip. You can purchase the photo disc at the end of the trip for \$50 + tax. The

CD is completely transferable among your entire group and it's the best photos you could possibly get of your rafting adventure.

Q: Where is the rafting base located?

A: We are located approximately 3km off HWY 99 down Squamish Valley Rd. Once your booking is finalized, we will send you driving directions and a map.

Q: Do you provide transportation?

A: Yes.

From Vancouver, we provide transportation for all of our 10am Elaho trips. We do pick ups from all the major hotels in the downtown Vancouver area for \$35 + tax per person, round trip.

From Squamish, we provide transportation for all of our Elaho rafting tours. We do pick ups from the "Squamish North Garibaldi" Greyhound bus station free of charge and any other hotels can be arranged for \$10 + tax.

From Whistler, we provide transportation for all of our Elaho rafting tours. We do pick ups from the Gate Way Taxi Loop, the Fairmont Hotel, the Four Seasons Hotel and Legends at Creekside, free of charge. (Based on availability)

Q: What class are the rapids on the Elaho?

A: The Elaho River has class 3 / 4 whitewater rapids. There are also calm sections of class 2 where you can float and enjoy the beautiful scenery.

Q: When is the best time of year to go rafting?

A: We run the Elaho rafting trips in summer from May 1st till September 30th. No matter what time of year you choose to raft you are going to have an amazing time, and a great experience.

Q: How many people fit in one raft?

A: We have 8 or sometimes 9 people per raft, plus 1 guide.

Q: What is the min and max numbers for rafting?

A: We need a min of 6 people to get an Elaho rafting trip running. However, all 6 people do not have to come from your booking. We take bookings for 1 person up to groups of 90 people! If you are a booking of 1 or 2 we will combine you with other groups on the day of the tour.

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

A: Trips run rain or shine. If the forces of Mother Nature are too great, making the river conditions unsafe to raft or there are any other circumstances beyond our control we will cancel the trip. We will rebook your rafting adventure for another day or issue a full refund.

Q: What time is check in?

A: We require you to check in 15 minutes prior to your tour. If you are late, we may ask you to postpone your trip to a later departure or even to another day, based on availability. Refunds will not be given.

Q: What is your refund policy?

A: Refunds will not be given for cancellations made within 7 days of your departure date. For bookings made outside of 7 days prior to departure, a river rafting cancellation refund guarantee can be purchased at time of booking for \$10 + tax per person. This guarantee allows you to cancel your rafting trip up to 24 hours in advance of your departure and still receive a full refund. Without the rafting cancellation refund guarantee this adventure is non-refundable within 7 days of departure, 2 weeks non-refundable for group bookings of 10 or more people.

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

A: Upon arrival, everyone will be required to sign a release of liability waiver. Youths 19 years or younger require a parent or guardian's signature. If under the age of 19 and a 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 and a witness. 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. We do require that you pre book as we need to know ahead of time how many people are coming on the tour to ensure we have enough guides, rafts and food for everyone.

Q: Can I still take this tour even if I've never rafted before?

A: Absolutely! First timers are more than welcome. We provide you with all the safety equipment and instructions. There is no experience necessary.

Q: I can't swim/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 Canadian Outback Adventures not responsible for any injuries that may occur during the tour. We often take people out rafting who cannot swim, we just recommend you tell your guide and they will seat you close to themselves at the back of the raft. If you have an injury we recommend you consult with your doctor before participating in this activity.

Q: Can I try rafting and Ziptrek (or another adventure) in the same day?

A: The Elaho River Rafting is a 5 hour round trip tour from the rafting base in Squamish, and 7-9 hours round trip if you're coming from Whistler or Vancouver; it can be quite exhausting. I wouldn't recommend trying these two adventures in the same day as you are likely to get quite worn out and may not have the best experience on your other tour.

Q: I am under the minimum weight requirement, can I wear a weighted vest to qualify for this tour?

A: NO! The weight restrictions are put in place for your own safety. If you do not meet the minimum weight requirement you will not be able to take this tour. You will be weighed at check in.

Q: Do you have a class 5 rafting trip?

A: No we don't. The Elaho / Squamish rafting trip offers rapids of class 3 and 4.

Q: What months does the rafting season start and finish?

A: We begin rafting on May 1 and continue through until the end of summer on September 30.

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.

Q: Do you have parking at the rafting base?

A: Yes there is plenty of parking at the rafting base free of charge.

Q: Do you have lockers at the rafting base?

A: No, we do not have lockers at the rafting base. We suggest you leave all valuables including jewelry at home or in your hotel room. If this is not possible you can also leave valuables locked in your car, as our rafting base is in a safe remote location. Car keys can be given to the rafting base staff to be safely stored. You may also leave your belongings (dry clothes / towels) in our changing tents. We are not responsible for any items that are left behind by accident.

Q: Is there a shop to buy food?

A: No we do not sell any food at the rafting base. Please BYO drinks and snacks for the bus ride. You may also BYO lunch if desired, but please keep in mind there are no fridges for your use. We do have coolers that we are happy to provide, however you must BYO Ice.

Q: What facilities are available at the rafting base?

A: The rafting base has washrooms, as well as a separate male and female changing tent. We also have a volleyball court and other ball games for your group to enjoy after the rafting tour.

Q: Can I bring alcohol to the rafting base?

A: Yes we do allow you to BYO alcohol to the rafting base to enjoy **after** your rafting trip for adults 19 and over. We can provide you with coolers, but you will need to BYO ice. We also suggest you don't bring glass to avoid any breakage. We ask that you be responsible and respect other clients that are on the trip and please do not drink and drive!

If anyone has consumed alcohol or any form of narcotics prior to departure you will not be allowed on the rafting trip and it will be non refundable. This includes a heavy night of drinking the night before. We suggest stag groups plan their night of partying for after the rafting trip rather than the evening before.

Q: Can I smoke at the rafting base?

A: The rafting base is a shared facility where adults and children come to have fun, relax and enjoy our delicious BBQ meal. We ask that you respect others on the trip and if you must smoke then move away into the car park area and dispose of your cigarette butts respectfully. Forest fires are a danger! Please don't throw butts into the bush. Any other illegal drugs will not be tolerated.