



Frequently Asked Questions

Zipline Tours in Victoria BC

Q: Where are you located?

A: We are 40 minutes West of Victoria on HW 14 (Sooke Rd) on the same property as the 17 Mile House Pub just below the 17 Mile Liquor Store.

Q: What are the tour times?

A: We run tours throughout the day at specific times, please call for availability.

Q: Do you provide transportation?

A: Yes, our shuttle runs from May 1 through to September 30 on select tours with an extra cost of \$15 per person, please call for availability. The shuttle departs from the Victoria Inner Harbour.

Q: How much time do the zipline tours take?

A: Average length is 2hrs but this depends on the size of the group.

Q: How many zip lines are there?

A: Our course features 8 ziplines which range in length from 150' to 1000' and soar over 150' off of the ground. The tour also includes 2 suspension bridges and a 10 minute ATV ride.

Q: How do you stop on the zipline?

A: A re-directed brake system is controlled by the guides.

Q: Are there age restrictions?

A: Yes – our minimum age requirement is 5 years old. Children who are 12 years old and younger need to be accompanied by a guardian who is at least 15 years old. Additionally, they will also require a parent or guardian to sign their waivers.

Q: What is the weight restriction?

A: The minimum weight restriction is 40lbs/18kgs and maximum is 275lbs/125kgs. Children under 60lbs/27kgs will be required to zip tandem with a guide. We can only accommodate one tandem per tour.

Q: Do I need to sign a waiver?

A: Yes. Guests under the age of 19 will need a parent or guardian to sign their waivers. Waivers can be pre-signed; however, they must be dated for the actual day of the event.

Q: What is the cost?

A: Prices vary depending on the age of the participant. All of our prices are listed on the website. Please refer back to the following link.

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

Q: Do I need to make a reservation?

A: We strongly recommend making a reservation ahead of time as we only have so many spots available. We do accept walk-ins, but there is no guarantee that there will be spots available at that time or later in the day.

Q: What is your cancellation policy?

A: We have a 24hr cancellation policy meaning that tours are non-refundable within 24 hours of the trip. For groups of 14 or more there is a 7 day cancellation policy. No shows will not receive a refund.

Q: Do I have to pre pay?

A: Yes – We take full payment via credit card at the time of booking.

Q: What if it is raining on the day of my tour?

A: We go rain or shine. Rain ponchos and lockers are available.

Q: Do you have a trainer zipline?

A: Yes. Essentially the trainer zipline is like a bunny hill; it gives guests an opportunity to learn about zipping before diving headfirst into the course. At this point you do not have to continue with the tour, but there will be no refund because it falls under our 24 hour cancellation policy.

Q: Can I try it out before committing?

A: No. The way our course is designed does not make it possible for guest to try the main course before committing to the tour as our ziplines are connected tree top to tree top. Unfortunately, if you back out at the last minute, we cannot provide you with a refund.

Q: Do you provide storage?

A: Yes, we have lockers free of charge.

Q: Can I go if I am pregnant?

A: We do not recommend pregnant women take part in this activity. However, you may consult with your doctor beforehand.

Q: What should I wear?

A: It is extremely difficult to add or remove layers while harnessed so please wear practical, weather appropriate clothing. Athletic closed toed shoes are also required.

Q: Are you certified?

A: Yes, we are certified under the BC Safety Authority as an elevating device contractor and our course is inspected daily before opening.

Q: What is the highest point?

A: 150ft off the ground in the middle of our 1000ft zipline.

Q: Is there much walking?

A: Minimal, there a few stairs that you will have to navigate to get up to the trainer line. There is an all- terrain vehicle that will take you to the top of the zipline course.

Q: At what speed will I be traveling?

A: Maximum of 60km/hr.

Q: What are the health, safety and physical requirements?

A: Those with heart conditions or high blood pressure should consult a physician. This trip is not recommended for those who have a fear of heights, experience dizziness, seizures, or any other physical impairment. Customers should be prepared for light physical exertion-navigating stairs and some walking. Guests must be physically capable of bearing their full body weight and have the use of a least one arm to stay upright while zipping. Those who are less than 60 lbs must zip tandem with a guide; however we can only accommodate 1 person for tandem zipping per tour. Those who are over 275 lbs or under 40 lbs will not be able to go on the tour.