



Frequently Asked Questions Snowmobile Tours in Whistler BC

Q: How long is the trip?

A: We offer roundtrip tours from 3 hours to 7 hours.

Q: Where is the Snowmobile Base located?

A: We have three snowmobile bases. One is located on Whistler Blackcomb Mountain, the second is located out in the Callaghan Valley 20min south of the Village, and the third is up at Cougar Mountain 20min north of the Village. For all tours you are required to check into our Village desk location and we will transport you out to the respective snowmobile base.

Q: What are the restrictions?

A: To ride a snowmobile you must have a full drivers license or a learners permit. Children must be at least 4 ft tall, able to hang on to an adult driver and fit in our smallest helmet.

Q: What is the price of a Snowmobile Tour?

A: Current season prices are available on our website

<http://www.canadianoutback.com/whistler-snowmobile-tours.php>

Q: What is provided?

A: We provide you with a full face helmet, ski pants, ski jacket, boots, goggles and gloves.

Q: What should I wear on the trip?

A: Wear clothing appropriate for the weather that day. We recommend you wear your own ski gear and waterproof winter boots or snowboard boots if you have them. You may also bring your own ski goggles and gloves. Wool & fleece layers work well. Bring long winter wool socks if you need to borrow our boots.

Q: Can I bring a bag with me?

A: Yes, you may bring a small back pack or fanny pack if you wish. Hanging bags or purses are not recommended.

Q: Can I bring a camera with me?

A: Yes, cameras are encouraged. We recommend you bring a small camera that will fit into your ski jacket pocket or into your back pack. On some tours we have a professional photographer at the base to take photos of you which can later be purchased on a CD.

Q: Where and when do I check in?

A: We require you to check in 15 minutes prior to your tour departure. The snowmobile tours depart directly from Whistler Village. The check in desk is located in the heart of the Village within walking distance of many hotels. Once your booking is finalized, we will send you directions and a map.

Q: Do you provide transportation?

A: For your convenience hotel pick-ups can be arranged for group bookings. We provide return transport from the Village check in desk out to the snowmobile base locations.

Q: What happens if I crash?

A: At the time of booking you will be charged a mandatory \$18 + tax for collision insurance. This covers up to \$250 Canadian if something should occur. Any damage over \$250 is the client's responsibility. Our guides will give you lots of riding tips throughout the day to ensure that accidents are limited.

Q: Do I sign a liability 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 email you a waiver PDF file to be printed and signed for the date of the tour by the parent or guardian.

Q: Do I have to pre book/pay?

A: Yes, we take full payment via credit card at the time of booking. Pre booking is mandatory to ensure your space on the tour.

Q: What is your refund policy?

A: Tours are non refundable within 24 hours of departure and 2 weeks non refundable for group bookings of 10 or more.

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

A: Yes, we have beginner tours for first time riders. If you wish to participate on a moderate tour we do recommend you have some riding experience or at least be comfortable handling machinery.

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

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