



Frequently Asked Questions

TreeTrek Eco-Tours in Whistler BC

Q: How long is the trip?

A: 2 Hours round trip from Whistler Village.

Q: How many suspension bridges are there on tour?

A: There are 7 suspension bridges and 2 rigid bridges on tour amongst the trails and boardwalks.

Q: How high off the ground is the tour?

A: The maximum height we reach is 200 feet above the rushing waters of Fitzsimmons Creek.

Q: How old is the forest that the tour goes through?

A: The trees we see range from very young to around 800 years old!

Q: What are the restrictions?

A: Children fewer than 6 years of age will be required to be carried in a child carrier backpack. We have two carriers available for guest use. Those who are under the age of 19 and are not visiting with their parent or legal guardian must have a waiver pre signed by a parent or legal guardian and the waiver must be dated for the actual date of the TreeTrek tour.

Q: How much is the TreeTrek Ecotour trip?

A: Prices vary depending on the age of the participant as well which tour you decide to take. All of our prices are listed on the website. Please refer to the following link and scroll to the bottom.

<http://canadianoutback.com/whistler-ziptrek.php>

Q: What should I wear on the trip?

A: Comfortable and functional clothing for the outdoors should be worn. Bring appropriate footwear such as hiking boots or athletic shoes. In winter, warm boots are recommended. Lockers are available to rent at the TreeTrek mountain base to store personal belongings while on tour. If rain is expected, you should bring your own rain gear.

Q: Can I bring a camera on with me?

A: Cameras are encouraged as there will be plenty of photo opportunities during your walk through the tree tops. Keep an eye out for the area's local wildlife!

Q: Where and when do I check in?

A: We require you to check in 15 minutes prior to your tour time at the check in desk which is located in the Carlton Lodge, Whistler Village.

Q: Do you provide transportation?

A: We transport you from the check in desk in Whistler Village, to the TreeTrek course. You are required to get yourself to Whistler Village.

Q: How many people do you take on tour at a time?

A: We take up to 10 people per time slot. Multiple departure times are available each day.

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 and 2 weeks non refundable for group bookings of 10 or more.

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 email 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 preferred date and time.

Q: I was recently injured, can I still take the tour?

A: This is completely at your own discretion, however keep in mind that TreeTrek tours require you to have basic fitness as there is walking involved and stairs to climb. You will be required to sign a waiver at check in, which leaves TreeTrek Ecotours 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.

Q: What time of year does TreeTrek run?

A: All year round.

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: Is there a shop to buy food?

A: There are many shops close by in Whistler Village that you can purchase lunch, a quick drink or snack prior to your tour. There is nowhere to buy food or store food while you are out on tour so we recommend you eat before you check in.

Q: What facilities are available?

A: The base has washrooms and many other amenities can be found close by in Whistler Village. Once on tour there are no facilities for you to use for the duration of the tour.

Q: Can I smoke on the tour?

A: Smoking is not permitted on the tour at any time. Any other illegal drugs or alcohol prior to or during the tour will not be tolerated.

Q: Do you have parking?

A: Yes, there is plenty of paid parking available in Whistler Village.