



Frequently Asked Questions

Ziptrek Ecotours

Q: How long is the Ziptrek trip?

A: 3 Hours round trip from Whistler Village for the Eagle and Bear tours and 5 hours round trip for the Mammoth tour.

Q: What are the restrictions?

A: You must be at least 75 lbs to zip alone on the Eagle Tour and Mammoth and 65 lbs on the Bear Tour. If you are under the min weight requirement you may participate on the Bear Tour only and zip tandem with a guide, NOT the parent or guardian. Min age is 6 years old. Anyone under the age of 15 must be accompanied by adults. Anyone under the age of 19 must have a waiver pre signed by a parent or legal guardian and the waiver must be dated for the actual date of the Ziptrek tour. No pregnant females are allowed on Ziptrek.

Q: How much is the Ziptrek Tour 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 back to the following link.

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

Q: What is provided?

A: We provide you with a helmet and harness

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 footwear such as hiking boots or athletic shoes. In winter, warm boots are recommended. Open toe footwear not permitted. Backpacks, fanny packs, and shoulder bags are not allowed as they can interfere with the guest's harness. Lockers are available to rent at the Ziptrek mountain base to store personal belongings while on tour. If rain is expected, you should bring your own rain gear. Ziptrek can provide some rain gear (jackets and pants) to guests who do not have their own. Long hair should be held back with an elastic band.

Q: Can I bring a camera on with me?

A: Cameras are encouraged, providing they fit into a zippered pocket. Any loose items must be zipped into pockets prior to riding the zipline. We also have a professional photographer located on site to take adventure shots of you ziplinning which can be viewed and purchased afterwards.

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 Hotel, Whistler Village.

Q: Do you provide transportation?

A: We transport you from the check in desk in Whistler Village, to the Zipline. You are required to get yourself to Whistler Village. For large groups of 10 or more people we can arrange transportation and a pick up from your Hotel in Whistler.

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

A: We take up to 10 people per time slot. Tours run every 20 minutes.

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. 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 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 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. Pre booking is recommended to ensure your preferred date and time.

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

A: The Eagle and Mammoth tours are recommended for the adventurous beginner. If you are afraid of heights, or have strong hesitation we recommend you try the Bear.

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 make it from one side of the zipline to the other. You will get stuck in the middle and it may take a long time to get you down. You will be weighed at check in.

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

A: This is completely at your own discretion, however keep in mind that Ziptrek 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 Ziptrek 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 Ziptrek 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: Can I try rafting and Ziptrek (or another adventure) in the same day?

A: The Elaho River Rafting is a 6 hour round trip tour from the rafting base in Squamish, and 8-9 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. If you would like to participate in a second shorter adventure of 2-3 hours in the same day we recommend you be a fit athletic adult.

Q: Is there a shop to buy food?

A: There are many shops close buy 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. The Mammoth tour includes lunch.

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 in Whistler Village.