



## Frequently Asked Questions

### Cheakamus Splash Rafting in Squamish BC

**Q: How long is the trip?**

A: The Cheakamus Splash Rafting trip is 3 hours round trip with 90min on the water.

**Q: What are the restrictions?**

A: To raft the Cheakamus we recommend a minimum age of 5 years old.

**Q: How much is the Cheakamus Rafting trip?**

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

[http://canadianoutback.com/raft\\_cheaksplash.php#pricing](http://canadianoutback.com/raft_cheaksplash.php#pricing)

**Q: What is provided?**

A: We provide you with booties for your feet, a spray jacket (upon request), helmet, and life jacket. Also about mid way down the river we stop for a light snack consisting of cookies, gummy worms and lemonade. (You may choose to add on a BBQ meal for \$15 + tax for adults or \$12 + tax for kids)

**Q: What is included in the BBQ Meal if I choose to add it onto my trip?**

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 or lunch the day of your Cheakamus rafting adventure, and you can bring a snack and drink with you for the bus ride if you wish.

**Q: What should I wear on the trip?**

A: Wear clothing appropriate for the weather that day as our base is an outdoor facility. You will get wet so it is a good idea to bring an extra set of dry clothes & underwear. Bring swimming shorts and/or a swimsuit, and a towel. **Do not wear cotton** such as t-shirt or Jeans while rafting as it retains cold against your body. Bring a plastic bag in which to put wet clothes and shoes after you change. Some people wear a layer of polypropylene long underwear, polar fleece, or a thin wool sweater or thermals under their clothes. This is entirely optional, though a good idea for anyone who may get chilled easily or during cooler temperatures. Please be sure to check the weather on the day of your trip! Bring your sunscreen and leave any valuables at home or locked in your car at the rafting base.

**Q: Can I bring a camera on 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 loose 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 your 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 direction and a map.

**Q: Do you provide transportation?**

A: Yes.

**From Squamish**, we provide transportation for all of our Cheakamus 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 Cheakamus 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 Cheakamus?**

A: The Cheakamus River is class 1 / 2 gentle splashes and bumps, perfect for kids, families, elderly or others who are hesitant about the big Elaho rapids.

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

A: We run the Cheakamus rafting trips in summer from May 1<sup>st</sup> till September 30<sup>th</sup>. 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: 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 Cheakamus Rafting tour is 3 hours round trip. If you have small children with you they may end up getting tired and cranky by the end of that day. You are welcome to try two different tours in one day, however, we only recommend this for fit athletic adults.

**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 separate male and female changing tents. 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.