



## Frequently Asked Questions Whistler ATV Tours

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

A: Trips vary in length depending on the tour you choose. Please refer to the following link for more details. <http://canadianoutback.com/whistler-atv-tours.php>

**Q: What are the restrictions?**

A: Children ride behind a parent or guardian or behind the guide & must fit into our smallest size kid's helmet. Children must be able to hold on by reaching around the front of the driver. Min age recommended for children is 4-5 years old. To be a driver on a single ATV you must be at least 16 years of age and have full drivers license from your country of origin. You also must be accompanied by an adult. For safety reasons pregnant women are not permitted to ride or drive ATVs. The ideal weight for smooth rides is 170 kg (350 lbs) or less. Please keep this in mind when organizing double riders.

**Q: What is the price of an ATV Tours?**

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-atv-tours.php>

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

A: Wear comfortable, practical clothes for the weather forecasted and close toed shoes. We supply raingear, including jackets and bib pants. Year-round we will supply you with helmets, gloves, goggles and boots. Wear sunscreen, and bug repellent and preferably we suggest you take a "fanny pack" type bag or small back pack rather than a hanging bag!

**Q: Can I bring a camera on with me?**

A: Cameras are encouraged!

**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 Whistler Village. A map will be sent to you at the time of booking with directions.

**Q: Do you provide transportation?**

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

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

A: Numbers can vary depending on bookings. We take up to 7 people per tour guide.

**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 people.

**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 space on the tour.

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

A: Each tour is customized to the dynamics of the group. If you wish to take a moderate to advanced tour we do recommend you have some riding experience. If you have never experienced ATVing before, we offer plenty of beginner style tours.

**Q: What time of year do ATV tours run?**

A: May to October (based on weather conditions).

**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: I 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. If you have an injury we recommend you consult with your doctor before participating in this activity.

**Q: Can I try ATVing and Ziptrek (or another adventure) in the same day?**

A: 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 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 unless your tour comes with a 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.