



## FAQ

### **How does one reserve a spot on a tour?**

To book spots on the tours please fill out the booking form on our website, or send an email with all the necessary information, first and last name(s), date and name of your tour, phone number and email address.

Good to know is also the age and nationality for each participant, medical or diet requirements and allergies. Flight information for the arriving flight is important in case arrival is too late for the first group meeting.

No payment is required until we send you an actual invoice. We will confirm that we have received your booking and that we have space for the tour you requested. You have a chance to check the Confirmation/Invoice before you make the first payment. Your deposit ensures that your place in the tour is reserved.

With the receipt of the final payment, we send the names and nationalities of the other participants (if available) and the name of the guide.

## MEALS

### **What will guests eat on a camping tour?**

Meals are not provided for the camping tours. The guides will ask the guests to pay about \$15.00 per day into a food fund. This "food kitty" will be used to buy the groceries for the group meals. The guide has suggestions and recipes and is happy to buy the groceries and usually also keep the food kitty account. The group works together to prepare the meals. Cooking utensils are provided. The guides are perfectly able to do the kitchen chores alone, but will certainly accept help. They also appreciate suggestions for new dishes. Guests are often amazed what a variety of delights can be prepared on the camp fire, fresh, healthy, balanced and abundant. Special dietary requirements can be accommodated.

Breakfasts are usually cereals, fruit, and yogurt with some hot breakfasts like bacon and eggs and toast. Lunches are most often packed lunches of sandwiches with meats, cheese and vegetables and fresh fruit. Dinner is a hot meal with salad, meat, potatoes/rice or pasta and some special desserts. Fresh fruit is available for snacks. For guests with special diets like gluten free, vegetarian and vegan options and a good variety are available. You have to buy your own snacks (e.g. chocolate bars), pop and alcohol.

### **Where will we eat during a hotel-based tour?**

Most often guests have breakfast on their own in the hotel. Lunches on travel days are usually in local restaurants. On hiking days, when a packed lunch is required, the guide will assist guests in finding sandwiches or other suitable options either in the morning or the night before. For dinners the guide will have one or two suggestions. Some evenings the group may choose to dine together, other times, especially in bigger towns, individuals or couples each go their own way. Some days for lunch or dinner, the guide might suggest and organize a group picnic or barbeque. In this case, the guide does the shopping and divides the cost per group member. There is always a cool box for the guests in the bus. Calculate a minimum of \$100 per day for restaurant meals.

## CAMPING

### **Will there be showers at the campground?**

For the most part there is running water, toilets and showers at each campground in the National Parks. In order to experience some more remote areas on Vancouver Island and BC interior we may stay one night without these services. Even in this case, showers are available at least every second day.

There are no showers during the canoe trips.

### **How comfortable are the campgrounds?**

We set up the tents on campgrounds which can be reached by the tour bus. You only carry your luggage a few meters. Two tents per site is usually the maximum. The first time the guide demonstrates how to set up the tents, after this everybody pitches his or her own tent. Picnic tables, benches and fire pits are the standard, some campgrounds have kitchen shelters. Folding chairs and a rain tarp are part of our group equipment.

There are no established campgrounds during the canoe trips. Folding chairs, a folding table and rain tarp are part of the group equipment.

## **EQUIPMENT, also check our equipment lists**

### **What camping equipment do guests have to bring?**

Only the sleeping bag. We supply closed cell (hard foam) mattresses which are adequate but not as comfortable as air mattresses. Guests might want to bring their own self inflating mattress, or let the guide know at the first meeting that they want to buy one.

### **Can guests rent a sleeping bag?**

We do not have sleeping bags for rent. These are personal items and what we provide can be too big, too small, too long, too short, too warm, too cold. Guests who do not bring their own sleeping bag, should tell the guide at the first meeting that they wish to buy one. The guide will help to find inexpensive ones for about \$70.- to \$95.-. Some guests leave their sleeping bags here when they leave and we donate them to a local shelter.

### **Can guests bring a suitcase for a camping tour?**

A duffle bag is a better choice than a suitcase on a campgrounds and in the tent. An extra suitcase can be stored at the hotel where the tour ends, or it can be carried along in the luggage trailer.

### **Can batteries be charged during the tour?**

The vans have an inverter which produces 110V to charge phone and camera batteries during the drive. One has to bring an adapter for North American plug-ins. Most vans have USB plug-ins as well.

## **THE GROUP**

### **What are the ages of the group members?**

The average age of our guests is 22 to 45 years. We have had adventurers in their 80s who could teach their young companions a trick or two about stamina and enjoying the moment.

### **Can children join the tours?**

Except for family tours, the trips are not planned for children. Minimum age for the family tours is 8 years. Teenagers and children 12 years or older are welcome to join any group as long as parents understand that the itinerary will not be changed to suit the children. If a long day hike is planned, the guide and the rest of the group follow the itinerary. In most cases the guide can suggest alternative activities.

### **How many men and women are in the group?**

On average the ratio is 60% female and 40% male, a mix of friends and couples and 1 to 4 single travellers. The days of living together soon unite a small group of strangers to an adventure team and can pave the way for lasting friendships. A single traveler should not worry about remaining an outsider.

### **Do single travelers pay the single surcharge?**

For camping tours, a single traveler can book half a room and tent. They will be partnered with another same sex single traveler. Only singles who request a guaranteed single room and tent pay the single surcharge. WE HAVE TO KNOW THIS IN ADVANCE, IF POSSIBLE, AT TIME OF THE BOOKING.

Same is for hotel tours. Only if you request single hotel rooms, do we charge the single fee.

**We do not have a mandatory single charge.**

### **Will the group be made up of people from different nationalities?**

All guides speak English, either as first or second language. For trips marked as French or German language led departures, the guides also speak French or German. In most cases the groups are made up from a variety of nationalities.

## TOUR K5, ATHABSCA RIVER CANOE TRIP

### Do guests have to start and end the trip in Edmonton?

First meeting is 8:00 am in the lobby of the Quality Hotel West Edmonton. Upon prior arrangement guests can also join the tour in Jasper at 10:00 am or in Hinton at 11:00 am. In both Jasper and Hinton, the meeting point is the Tourist Information Center. For guests with rental cars, cars can be safely parked in Hinton during the trip. After the canoe trip, the guide and most guests return to Edmonton. Arrival at our hotel in Edmonton is between 6:00 pm and 8:00 pm. Guests can not be dropped of at other hotels or at the airport.

Return transfer to Hinton can be arranged. The additional cost is \$50 for two people, or \$100 for groups of three or four. Guests should not expect to be back in Hinton before 8:00 pm after the tour.  
WE HAVE TO KNOW THESE SPECIAL ARRANGEMENTS IN ADVANCE.

For accommodation in Hinton, we recommend the Twin Pines Hotel. It is basic, but clean and comfortable.

## TOUR V7, BEACHES AND GLACIERS - HIKING ON VANCOUVER ISLAND

### Do guests have to start and end the tour in Vancouver?

Meeting time is 8:00 am in the lobby of the Sandman Hotel Vancouver airport. Upon prior arrangement guest can join the tour at 2:00 pm in Victoria at the Tourist Information Center at the Inner Harbour, 812 Wharf Street.  
THE MEETING PLACE HAS TO BE DECIDED IN ADVANCE.

The tour ends at app 7:00 pm at the Sandman Hotel Vancouver Airport.

## FITNESS

### How fit does one have to be?

If participants are reasonably fit, they can take part in all the hikes and activities. Our trips are almost all a combination of easy to moderate and a few demanding hikes as described below. The tour rating is listed at the top of the tour description.

The tour guide will lead the scheduled hike, distances and elevations as per tour description. The guide will have alternatives for anyone who doesn't want the challenge, isn't fit or wants a day to relax.

- **Easy:** walking time 3 to 4 hours with little elevation gain of 100 to 200 m (300 to 600 ft). Ideal for inexperienced hikers.
- **Moderate:** walking time 4 to 5 hours on uneven trails with medium elevation gain of 400 to 600 m (1200 to 1800 ft). For people with average condition who have some hiking experience.
- **Demanding:** walking time 6 to 8 hours with up to 1000 m (3050 ft) elevation gain. Trails might require wading through creeks or crossing snow fields. A good condition and more experience is necessary.
- **Challenging:** more than 1000 m (3050 ft) elevation gain in steep and difficult terrain, trails might require creek crossings, rock hopping, dealing with snow and ice, some use of hands. Only for experienced hikers in good condition.

## NO CHARGE TRANSFER FROM EDMONTON TO CALGARY

For tours which end on a Friday in Edmonton after the canoe trip, we offer free transport on Sunday to the Calgary airport or to our hotel in Calgary. Guests need a post tour hotel in Edmonton. Our hotel in Edmonton and the only pick-up point for the transfer is the Quality Hotel West Edmonton. Pick-up is Sunday at 12:00 noon and it is about a 3-hour drive to the Calgary airport.

This transfer is not available after the last canoe trip of the season.