





FREQUENTLY

asked

QUESTIONS

(as of February 2018!)



- **How tall do you have to be to get to the top?** Minimum height of 125 cm to be able to access the entire structure. Children under 10 years or less than 140 cm, must be accompanied by a paid harnessed adult to access the entire tower.
- **What is heaviest you can be?** Maximum weight: 136 kg or 300 lbs.
- **Is there an AGE restriction?** It's more about height, however, all children under the age of 11 must have 1 paid harnessed adult chaperon for every 3 kids. Children over the age of 11 require that an adult is available on the grounds.
- **What rate do I pay for my child?** Children between the heights of 100cm and 140cm are permitted on the lower "KidZone". If your child has a Kid's Course ticket, the adult chaperone is free, but a ticket still needs to be booked. *Note: If your child is over 125cm, and under 11 years old, they are 'Juniors'. They require a paid adult chaperone (1 to every 3 kids).*
- **How early should I arrive?** Please arrive at least 30 minutes prior to your adventure to check-in. This also allows you to use the washroom, lock away valuables, confirm waivers and start on time!
- **Do I have to sign a waiver?** Yes. EVERYONE must sign the waiver. All children must have parents sign a waiver prior to accessing the tower. For your convenience, you can complete the link on the website and a link will be provided on your booking confirmation email so that parents can access it online. If you fail to complete it online, you will be required to fill one out when you arrive and may lose some climbing time.
- **What should I wear?**   weather  appropriate  clothing, along with closed toe athletic shoes. Please note: our harness straps do rub, and may cause damage to your clothing.
- **How athletic or strong should I be?** Each participant on the Tower must be able to pull themselves up a few inches in the event they lose momentum or fall before reaching any given landing platform. Adults may need to help children with the "Clic-it" Safety Belay system. It is a physically challenging activity however, all elements are graded much like a ski hill, Green (Easy), Blue (Moderate) and Black (Difficult).
- **Can I leave the tower during my visit?** You may exit the tower for a rest and water break, however you cannot remove your harness or exit the immediate area and must remain in sight of our guides.
- **Can I bring anything with me on the tower?** Due to safety concerns you cannot bring anything on the tower. Specifically, the following items are **NOT PERMITTED WHILE IN HARNESS FOR SAFETY REASONS:**
 - Personal cameras.
 - Phones (Mobile, Flip or otherwise wireless device).
 - Loose objects in pockets such as keys.
 - Jewellery of ANY KIND.
 - Water bottle (But BRING A WATER BOTTLE).
 - Scarves.
- **What about glasses (I have to see)?** Eyeglasses MUST have a retainer. Retainers are available for purchase if you would like your own, or you may borrow one from us (shared with others).

- **I must wear a headscarf because of my faith, what then?** Religious head coverings are permitted, but must be tied in the back rather than under the chin. All loose fabric must be tucked into the shirt.
- **Can I reserve a spot at Rainbow Valley Campground for the day?** Unfortunately, no day use is permitted in the Aerial Park and Rainbow Valley Campground. Customers only may use the available picnic tables on a first come first serve basis. The Campground is booked for overnight stays. You can visit the website here: <http://www.rainbow-valley.com>
- **Something came up and I can't make my booking, what do I do?** Contact us immediately before your booking at 780-3991. We will reschedule your booking to a future available time.
- **What if it's raining, do you close or do we still show up? Our Bad Weather Policy:** Light rain and wind will not affect your safety! If we (Snow Valley Aerial Park) cancel or delays operations due to bad or "severe" weather, we will resume your adventure within an hour if possible. If we are unable to resume, we will rebook to a time later the same day or will issue a rain cheque.
- **What happens with "No Shows"?** Tickets are donated to Snow Valley's Community Initiative Program. More information is available on our website: www.snowvalley.ca/about-us/CIP
- **What else should I know?**
 - There are washrooms on site.
 - Limited complimentary parking available in the main Snow Valley parking lot.
 - A water station is provided at ground level of the tower.
 - Picnic tables cannot be reserved and are available on a first come first serve basis.
 - Limited Lockers available
 - Adults to Children ratio should not exceed 3 children for each adult.
 - Ice cream & refreshments, souvenir merchandise available for sale.
- **What do Season Pass Holders receive as "Perks"?**
 - **They can book online!**
 - **They get a number of "Buddy Passes" to bring guests!**
 - **They get Express Safety Orientation!** After their initial Safety Orientation, the Season Pass holder's pass will be adjusted to reflect their knowledge of tower safety and Clic-it use.
 - **One-time waiver!** A waiver is completed at the time of Season Pass purchase and is kept on file for the season.

A Full Season Family Pass will pay for itself after 3 visits*!

***\$499 for a Family Season Pass (on sale for \$350 until March 29!)**

vs.

\$624 for a family of four booking online 4 times (2 adults, 1 Youth and a Junior).

Make the most of your summer: Have fun with your family or add the Aerial Park to your fitness routine!

Visit www.snowvalley.ca/aerial-park to get yours today!

Requirements and Rules

Snow Valley Aerial Park is a physically challenging, activity based recreation based facility. Only persons who are willing and able to follow the guides instructions are allowed to use the facility. The Rules and Requirements listed below are a precondition for participation.

Not allowed to participate:



Persons under the influence of drugs or alcohol



Persons with health problems



Pregnant women

Safety information:



Smoking is prohibited while wearing PPE



Risk of falling objects underneath the climbing levels



Risk of falls!
Only enter marked areas with suitable safety equipment



Wear solid shoes.
No high heels, flip-flops or barefoot.



Remove scarfs to avoid strangulation.



Do not tie headscarves below the chin to avoid strangulation.



Remove hair pins.
Tie back long hair (shoulder length or longer).



Remove jewelry, especially rings, chains, piercings, etc.



Loose objects e.g. mobile phones and keys may not to be carried.

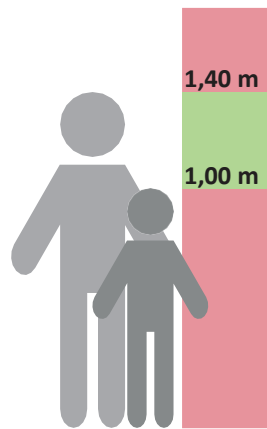


Bulky and pointed objects like selfie sticks, umbrellas, sticks, etc. may not to be carried.



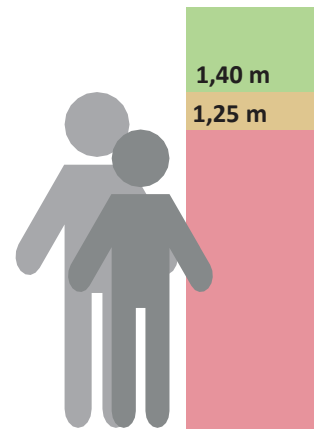
Glasses should be secured with a sports band.

Kids Course



• 100 - 140 cm

High Ropes Course



- from 125cm
- under 10 years
- Accompanied by an adult + Full-body harness
- max. 120 kg

Handling of Personal protective equipment (PPE):



Don't clash carabiners against each other.



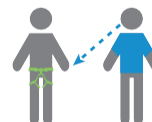
Don't drop carabiners and don't drag them on the ground.



Don't smoke while wearing PPE: Burn holes



Remove harness, when going to the toilet.
Splashes of urine are unhygienic and damage the material.



Every time the PPE is put on again (e.g. after toilet), a guide has to check the PPE again.



Hold harnesses and slings away from sharp items.

