



## Welcome to Whistler Heli-Skiing

### Itinerary:

- Please check in with us when you arrive in Whistler or at the latest by 4pm the day prior to your ski day either over the phone or in person in our office in the Carleton Lodge.
- Each group member is required to sign a waiver (once per season). The waiver is to be completed latest by 4pm the day prior to your reservation date, but ideally as soon as you receive this email. Please share these links with the rest of your group. Your confirmation number is required to complete the waiver. [Waiver Link](#) & [Minor Waiver](#)  
For any guests under 19 years of age, a parent/guardian must fill out the minor waiver on their behalf. Make sure that everyone in your group has signed the E-Waiver. **No Waiver, No Heli Ski.**
- We are a 100% weather dependent operation. Check the [Current Flight Status](#) in the morning of your fly day to ensure we are flying. It is updated at the latest by 8:00 am, and if your day is cancelled, we will call you to reschedule / refund your day.
- **8:30am:** Check-in at the office in the Carleton Lodge, the office staff will direct you to the Powder Hut where you will meet your guide. Please be dressed and ready to go, you may put your ski boots on at the Powder Hut or in the Van.
- At the heliport there is a backcountry and heli safety briefing. The first group will fly at approx. 10:30am. **During periods of mixed weather, please understand that our well intentioned decision to fly or not may be delayed.**
- Outdoor portable washrooms are available at the heli port.

### What to wear:

- Be dressed in your outdoor gear at check in time.
- Please dress the same way you would for skiing on Whistler Blackcomb.
- You will be supplied with a safety pack that includes a transceiver, shovel and probe. You may not bring your own pack unless it's an avalanche air bag and only contains a probe & shovel, as there is limited space in the stowage area.
- Personal music players are NOT permitted throughout the heli trip.
- Go Pro cameras CANNOT be worn on the chest, as they can interfere with the transceiver. Head mounts are acceptable. No "Selfie Sticks" permitted within 100m of any helicopter.
- Helmets are strongly recommended, but not required. If not wearing a helmet, please wear a warm hat. Ball caps are not recommended – don't forget sunscreen in the spring.
- Sunglasses with retention straps are acceptable but goggles are best.
- Bring your own water bottle that can be placed in the pack provided.

**Equipment:**

- Specialized powder skis/snowboards are strongly recommended.
- **WE DO NOT RENT SKI/SNOWBOARD BOOTS**
- We recommend the use of powder skis that are at least **105 mm** wide under the foot or powder specific snowboards. In deeper snow conditions, at least **110 mm** wide under foot skis are recommended.
- Rentals are available for \$50+ tax for the first day and additional days are free. If you are unsure whether you need our powder rentals, please call or email us to discuss your equipment.
- If you opted to rent our equipment, please come to the office the afternoon before you fly between **3.30-5.30pm** to get fitted. Our rental technicians will assist you in selecting the correct powder ski/board for the current snow conditions and your ability.
- Please bring your own ski poles

**Ski Day:**

- Your guide will choose the best ski area for the day. They will take into consideration the wind, temperature, and new snowfalls prior to making their decision.
- You will ski with your guide all day.
- A mountain lunch is provided in the backcountry – Please let us know of any specific food allergies/restrictions.
- Extra Vertical (additional runs) can be added on for additional fees if conditions permit.

**Cancellation Policy:**

- If we do not fly we will do our best to reschedule your ski day based on availability, or provide a full refund.
  - Dates changes are permitted without penalty prior to 10am the day before your ski day.
  - If you cancel your reservation prior to 10am the day before your ski day you will receive a full refund.
  - If you cancel or change your date after 10am the day before your ski day, a \$200+GST per seat administration fee will be charged.
  - If you cancel on your ski day, no refund will be given.
  - If we cancel during the ski day, you will be refunded based on the number of runs skied.
  - If you cannot complete all runs due to injury, illness, or ability there will be no refund given
- \*Note: Whistler Heli-Skiing reserves the right to modify its refund policy at any time

**COVID-19 Protocol:**

- Whistler Blackcomb continues to comply with COVID-19 health recommendations from Vancouver Coastal Health and the Province of British Columbia and Provincial Health Authority. Guests are no longer required to wear a mask at our resort -HOWEVER –as mandated by the federal government, **passengers in helicopters are required to wear a mask.**

OFFICE: Unit 104-4280 Mountain Square, in the Carleton Lodge on the backside of the Longhorn Pub  
Whistler Heli-Skiing Telephone: 604-905-3337 or 1-888-435-4754

Links: [CheckFlightStatus](#) & [Waiver Link](#) & [Minor Waiver](#)