

Aurora Viewing: Wildlife Preserve & Hot Spring with Snowshoeing & Ice fishing

4 Days | 3 Nights
DM-NL YXYAURADV

Whitehorse, YT

Tour Operates: Dec 2024 to Mar 2025

FAQ

- **Is this tour customizable? Yes. This tour is 100% customizable. You may**
 - Increase or reduce the number of days.
 - Change the itinerary to suit your idea of the tour.
 - Add or take away experiences.
 - Upgrade Hotel, Hotel Room category.
- **Is this a shared experience? Yes.** Many parts of this tour include a shared experience including the Aurora Borealis Tours.
- **Would there be last minute changes to the itinerary? -** Due to the nature of this tour last-minute changes to the itinerary are a possibility and are left up to the discretion of the guide.
- **Is this tour an Escorted Tour with a Tour Director? No.** This is not an Escorted Tour with a Tour Director. Some services offered on an escorted tour such as check-in assistance by a dedicated Tour Director, etc. are therefore not offered on our Independent Tours. Commentary on sightseeing tours will be either a pre-recorded commentary or narrated by your driver-guide in English.
- **Are there fixed dates of departure for this tour? Yes.** The tour operates every day of the season.
- **Will we be with the same group of people throughout this tour, like in an Escorted Tour? No.** On this tour, the people you travel with may change. You won't always be with the same group of people like you would be on an Escorted Tour.
- **How do we find the vehicle for our transfer from Whitehorse Airport to hotel in downtown Whitehorse?** Once your tour is confirmed, we will send you a service voucher. After you confirm your tour, you will receive a service voucher. This voucher includes all the necessary directions for availing your transfer to your hotel in Whitehorse. Just follow these instructions, and you will be set!
- **Arrival Transfers - are Airport Transfers available for us 24 hours/7 – No.** The Airport transfer services is offered daily only from 4 AM to 8 PM. Outside these hours you are required to make your own arrangements for transfers from and to Erik Nielsen Whitehorse International Airport (YXY). There is a Taxi Kiosk outside the Departure Doors. You can also phone one of the many local taxi agencies to arrange transportation. Yukon Cabs services Whitehorse Airport and you can call them at (867) 333-4444.
- **Departure Transfers – are transfers offered 24/7 – No.** The departure transfers are offered only 4 AM to 8 PM. Outside these hours you are required to make your own arrangements for transfers from and to Erik Nielsen Whitehorse International Airport (YXY). If you are departure is outside these hours, we recommend you call Yukon Cabs at (867) 333-4444 book your cab ride to the airport at least 48 hours ahead.

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- **Who provides departure transfers** - Airport departure transfers might be operated by a third-party taxi service with an English-speaking driver? Taxi services are pre-booked, and guest will receive a voucher as full payment for the taxi service.
- **Will someone come to my hotel to pick me up for the tours?** Yes. You will be picked up from your hotel for the tours. We will let you know for sure when we send your tour confirmations. If there is a time when you need to go to a pickup point for the tour, it will always be a short ride away, never more than 15 minutes by cab or Uber.
- **Size of Coaches for Transfers and Tours - What are the sizes of the coaches used for transfers and tours?** For our transfers and tours, we use small vans or taxis of different sizes. Depending on the tour and the number of people, you might be on a big coach with 56 seats, a medium-sized one with 33 seats, 24-seater, or a smaller coach.
- **What kind of information should I provide to book this tour?** – We need the below information for us to book you on this tour
 - a) Full names (first, middle, last)
 - b) Tour name
 - c) Date, activity, and type.
 - d) Airline arrival information
 - e) Weight (if travel arrangements include small aircraft)
- **Should we pre-book our Winter Clothing Package?** Absolutely yes. We will not be able to provide you Winter Clothing if this is not prebooked and confirmed at the time for your booking the Package.
- **What kind of information is required for us to book the Winter Clothing Package?** We will require the below information to book your Winter Clothing Package:
 - Shoe and clothing size.
 - Height and weight of each client.
- **Do we have to sign a Waiver to join this tour?** – Yes. You will be required to sign a waiver to join this tour. The operator will provide you the Waiver before start of the tour. Minors under 19 – parents/guardians are required to sign off on the Waiver.
- **Skill Level (only for Optional Activity & Soft Adventure Tours)** – What kind of Skill Levels are required to participate in this tour? – This is a **Beginner Level Skill Tour**. You are provided necessary briefing on each day of the tour so you can participate safely if you follow the guide and the guidelines and briefings provided by the operator/guide.
- **Wi-Fi Signal - How is the signal?** - 4G smartphone cell coverage is available in all communities, but not in between. Check with your cell service provider to find out if your phone will work here. Satellite phone networks are accessible across the Yukon and satellite phones can be rented in Whitehorse.

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- **Is the Yukon always chilly?** - Temperature in the Yukon fluctuates, but warm and sunny weather in [Summer](#) (mid-May to September) with temperatures often in the 20s (°C) is not uncommon. Daylight hours are longer, too. In some areas the midnight sun shines all night long. [Winters](#) can be chilly (as you may have heard), but dress appropriately and you'll hardly even notice.
- **Are there bears in the Yukon?** – Yes. The Yukon is home to healthy populations of [grizzly and black bears](#). We suggest that you read our [wilderness travel tips](#).
- **Where is the best place to see aurora? And what time is best?** - To see aurora, you need clear and dark sky. During large auroral events, the aurora may be seen throughout the US and Europe, but these events are rare. During an extreme event in 1958, aurora was reported to be seen from Mexico City. During average activity levels, auroral displays will be overhead at high northern or southern latitudes. Places like Whitehorse, Yukon; Yellowknife, NWT; Gillam, Manitoba; the southern tip of Greenland; Reykjavik, Iceland; Tromsø, Norway; and the northern coast of Siberia all offer a good chance to view the aurora overhead. In North Dakota, Michigan, Quebec, and central Scandinavia, you might be able to see aurora on the northern horizon when activity picks up a little. In the southern hemisphere the aurora must be active before it can be seen from places other than Antarctica. Hobart, Tasmania, and the southern tip of New Zealand have about the same chance of seeing aurora as Vancouver, BC, South Dakota, Michigan, Scotland, or St. Petersburg. Fairly strong auroral activity is required for aurora viewing in those locations.
- **What is the best time to see Aurora Borealis?** - The best time to watch for aurora is around midnight, but aurora occurs throughout the night. There are very few places on Earth where one can see aurora during the day.

Since clear sky and darkness are essential to see aurora, the best time is dictated by the weather, and by the sunrise and sunset times. The moon is also very bright and should be considered when deciding on a period to travel for the purpose of auroral observation. You might see aurora from dusk to dawn throughout the night. The chances are higher for the three or four hours around midnight.

- **Is aurora borealis viewing best with a moon or no moon?** - We like moonlight because it lights up the foreground and makes the sky a deep blue instead of pitch-black like with no moon. We watch the lunar phase very carefully to allow for best light compositions for photography.
- **What is the best month for Aurora Borealis Viewing?** - In northern regions like the Yukon, the best time to view the aurora is from late August to mid-April. During the summer months the night skies are not dark enough to see the aurora borealis even at times when the solar wind activity is strong. In midwinter the temperatures may fall to the minus 40-degree range, and it is important to wear appropriate winter clothing (please see “winter clothing packages”) to enjoy the displays.
- **How to photograph the Northern Lights?** - For starters set the camera on a tripod, adjust the ISO setting up to 800 or 1600, set the f-stop wide open (lowest number like f2.8) and start bracketing the exposure times. Try 5 seconds, 10 seconds, and 20 seconds. If the picture is still black and underexposed, then try 30 seconds and keep raising the ISO until something shows up on your LCD monitor.
- **Can I take Aurora photos with a cellphone?** - Basically, it is very difficult to take night photos with a cellphone. To capture the Northern lights, you will need to position your camera on a tripod to make sure you do not

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have any motion while you take a photo. We recommend you bring a camera which has a manual mode, which most medium-priced cameras have nowadays.

- **How long do the northern lights last?** - Anywhere from 10 minutes to all night long, depending on the magnitude of the incoming solar wind. "Coronal holes" consistently produce nice auroras, but big solar flares and CMEs-coronal mass ejections are responsible for global-wide aurora displays...the BIG shows!
- **Are there any rental camera services?** - We do not offer any rental cameras, but we offer a photo service and rental tripod. If you do not want to bring big camera, our Aurora guides will take your photo with northern lights, and you can choose to purchase it if you like it.
- **Does it have to be COLD to see the northern lights?** - No! It is a myth that the northern lights happen only when it is cold. They happen year-round and since there is more darkness to see them in the winter people associate the cold winter with the auroras. August and September are a great time to see the Aurora while wearing a T-shirt and shorts!
- **Winter Clothing - Should I wear rental winter gear for every tour?** - It is not mandatory, but we recommend it. December to April, the temperature drops to around -20 to -25°C, so our winter gear helps you to enjoy any tour comfortably and safe. We strongly recommend wearing our rental winter gear during snow shoeing, ice fishing, and Aurora Viewing tours.
- **What is a famous food in Whitehorse?** - Many restaurants serve local food like Arctic Char which comes from the arctic area. Also, meats like bison and reindeer are served as part of traditional meals. In the very far north you can also expect to taste traditional indigenous meals.
- **What time should I arrive to Whitehorse?** - If you are planning to join the Aurora Viewing Tour, we recommend arriving at the Whitehorse Airport before 8pm, then you have enough time to prepare for the tour.
- **How do we get to Whitehorse, YT?** - There are many ways to get to the Yukon, but flying is the easiest. You can catch regular flights with [Air North](#), Yukon's Airline, from Vancouver, Calgary, Edmonton, Ottawa, Kelowna, Victoria and Yellowknife. Or, if you're coming from further abroad, there are a variety of convenient flights arriving in the Yukon via other major airlines such as [Air Canada](#), [WestJet](#), and [Condor](#). After you have fastened your seatbelt, it is time to share a few stories with your neighbour and one of Air North's famous warm cookies.
- **Can we expect to see wildlife on these tours?** While there is always a chance to spot wildlife during our tours, and such sightings are not uncommon, we must clarify that seeing wildlife is not a guaranteed aspect of our tours. Our guides possess extensive knowledge about the animals in the park and will gladly share information about them, should you see any wildlife or have questions about the local fauna.
- **Is it safe to approach or touch wild animals based on their behavior?** Absolutely not. Under no circumstances should you approach, touch, or exit your vehicle to photograph wild animals, regardless of their apparent calmness or friendliness. Interacting with wild animals poses significant risks to both humans and the animals themselves.
- **Is it mandatory to present Service Vouchers received from DMCi for availing confirmed services during our tour, including hotel accommodations and tours?** Yes, it is mandatory. To avail of the services confirmed for

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your tour, including hotel accommodations and tours, you must present a digital or printed copy of the Service Voucher provided to you by DMCi or your travel agent at the time-of-service confirmation. Failure to present this voucher may result in denial of services. Please note that in such circumstances, no refunds, substitutions, or alternative tours or services will be provided.

- **Do clients need a Credit Card for Hotel Check-Ins?** It is mandatory for clients to provide a credit card under their name when checking in at hotels, lodges, and inns. The hotel typically places an authorization hold of \$500 to \$750 on the card for incidental expenses and damage. This hold is released within 72 hours after check-out, deducting any incurred charges.
- **Can we use Cash or a Debit Card instead of a Credit Card at Hotel Properties?** It is important to note that most of our hotel properties do not accept cash or debit cards as a substitute for a credit card. Guests are strongly advised to ensure they have a valid credit card available for use during their stay.
- **Do guests need to provide a Photo-ID during Hotel Check-In?** Absolutely yes. At the time of check-in, clients are required to present a government-issued photo-ID, such as a passport or driver's license. Please be aware that other forms of government-issued photo-IDs, like a Social Insurance Number card, health card, citizenship card, etc., may not be acceptable.
- **What is the hotel check-in and check-out times?**
Check-in: 4 PM
Check-out: 11 AM
Early Check-in and Late-Checkouts require prior approval by the hotel. Additional charges, an additional night charge will apply.
- **Should we purchase Travel Insurance?** Yes. Travel Insurance is strongly recommended to all travelers. Travel Agents, please note - If your client chooses to decline your offer to sell them Travel Insurance, you must secure a signed Liability Waiver, as required by the TICO, the Provincial Travel Regulatory Authorities of Ontario, Canada. DMCi Inc. sells Travel Insurance to residents of Ontario who are Canadian citizens or landed immigrants (Permanent Residence Card Holders) only. Non-Canadians and non-residents of Ontario or international clients must purchase Travel Insurance in their respective province, state, or country of residence.
- **What is the policy in case your client's flight gets cancelled or delayed, or if they are unable to travel and join the tour for other reasons?** – DMCi Inc., our service providers, employees, contractors & sub-contractors etc. are responsible only for services booked through us. Therefore, your client's inability to travel or join the tour on time due any reasons including but not limited to delayed/cancelled flights, denied boarding, delayed/cancelled visas, refused admission into the country at the point of entry, health conditions, death in the family, etc. are not reasons for a refund or a substitution tour. If your client/s are unable to join the tour or fail to join the tour on time, no refund/substitution tour will be provided. DMCi Inc. is not responsible for any disruptions caused because of weather, traffic, road conditions, etc. All such circumstances should be covered by their Travel Insurance.

For More Information on this Tour Package, Operating Dates & Tariffs,

Contact our Destination Specialist @

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