

<b>Tour Product</b>	ARCTIC HEARTBEAT   ACTIVE WINTER ADVENTURE
<b>Product Code:</b>	DM-SIT YXYARHRT
<b>Markets:</b>	NATA
<b>Release Ref:</b>	1.01
<b>Released on:</b>	26-Sep-2023

## FAQ

- **Is there a minimum age to participate in this tour?** – Yes. You should be 19 years or older to participate in this tour.
- **Is this a group tour?** Yes. This is a group tour. There will be other patrons on this tour.
- **What is the maximum number of participants on this tour?** The maximum number of participants is capped at 20 persons.
- **Will there be a tour leader on this tour?** Yes, the tours are led by a professional driver cum guide.
- **Do we have to sign a Waiver?** Yes. Every participant on this tour is required to sign off on the Liability Waiver our operator will provide you prior to start of the tour. A parent or guardian must sign for any Minors (under 18) participating in this tour.
- **How cold does it get in Whitehorse in Winter?** Whitehorse, located in the Yukon Territory of Canada, experiences very cold temperatures during the winter months. The region has a subarctic climate characterized by long, cold winters. Average temperatures in Whitehorse during the winter season range from -10°C (14°F) to -30°C (-22°F). It is not uncommon for temperatures to drop even lower during cold snaps, reaching -40°C (-40°F) or occasionally even colder.

It's important to note that these temperature ranges are averages, and actual temperatures can vary from year to year. Additionally, wind chill can make it feel even colder, especially when strong winds are present. It is advisable to dress warmly in layers, with appropriate winter clothing such as insulated jackets, hats, gloves, scarves, and boots, to protect yourself from the extreme cold temperatures.

- **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 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, YK** - 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've fastened your seatbelt, it's time to share a few stories with your neighbour and one of Air North's famous warm cookies.

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- **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.
  - **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.
  - **Is this a shared experience?** This is a shared experience. There will be other patrons on this tour sharing the tour coach and Aurora Centre with you.
  - **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 in our Northern Lights Tours. Commentary on sightseeing tours will be either a pre-recorded commentary or narrated by your driver-guide in English.
  - **Will I be sitting with the same group of people on this tour like on an Escorted Tour?** No. The participants one ach of the tour may vary.
  - **What size of coaches are used for transfers and tours?** We use 33- and 24-seater coaches for our tours and transfers. For smaller number of clients, the operator reserves the right to use smaller vehicles such as mini vans, SUVs, 10-seaters, etc.
  - **What is the minimum age to participate in this tour?** – 19+ years.
  - **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.
  - **What kind of information should I provide to book this tour?** – We need the below information for us to book you on this tour
    - 1) Full names (first, middle, last)
    - 2) Date of Birth
    - 3) Any disabilities?
    - 4) Tour name
    - 5) Date, activity, and type
    - 6) Airline arrival information
    - 7) Weight (if travel arrangements include small aircraft)
  - **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.

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- **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's 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.
  - **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 very 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 fairly 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.

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- **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 don't 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's 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!
  - **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.
  - **Can I expect to see animals during the tours?** While there is a possibility of spotting wildlife on our tours and we frequently come across animals, we cannot guarantee sightings on any of our tours.
  - **Wild Animals – Is it safe to get close to wild animals? Is it okay to touch them if they appear friendly?** **Absolutely not.** It is not safe to approach wild animals, even if they seem calm and friendly. It is also important not to step out of your vehicle to take pictures of them.
  - **What are the check-in and check-out times at the hotel?**
    - Check-in: 4 PM
    - Check-out: 11 AM

To check in early or check out late from the hotel, you need to get permission in advance. There may be extra fees involved, and you might have to pay for an additional night.

- **Do we need to buy Travel Insurance?** It is strongly recommended that all clients purchase Travel Insurance. If you decide not to buy Travel Insurance from us, you will be required to sign a Liability Waiver, as mandated by the Provincial Travel Authorities. DMCi Inc. offers Travel Insurance for Ontario residents, but if you are not an Ontario resident or an international client, you must obtain Travel Insurance in your own 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

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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.

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

Contact our Destination Specialist @

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