

## FAQ

- **How long is the tour?** – The tour is a three-hour horseback ride. Please arrive 30 minutes prior to your tour start time.
- **What does the tour include?** – The tour is a three-hour horseback ride along the Bow River, past the historic Cave and Basin site, along the Sundance Canyon Trail, up Sulphur Mountain and the Windy Knoll viewpoint. You will be provided with a brief riding instruction, a helmet, a friendly horse, and lead and tail guides riding at each end of the small group.
- **Where is the meeting point?** – Please meet at Warner Stables, the big red stables located at the end of Sundance Road in Banff. When you arrive, please check-in for your ride at the office in the east barn where you'll see signs for 'Warner Stables' and 'office'. There is plenty of free parking at the site.
- **When should I arrive?** – Please ensure that you arrive 30 minutes before the ride is scheduled to depart.
- **What should I wear?** – You must wear sturdy, closed toed shoes enclosed to the ankle and long pants are best for riding. Please note that sandals of any kind are not permitted. Helmets are provided and are mandatory for all riders and mosquito repellent is highly recommended.
- **Is riding experience required?** – No experience is necessary and if you've never been riding before then we'll be sure to pair you with the perfect horse so you can enjoy a comfortable ride. Our guides will also provide a brief riding instruction prior to the ride.
- **Can I bring a backpack on the ride?** – No - Guests cannot bring a backpack on the horse.
- **What if it rains?** – Horseback rides run rain or shine, so please dress for the weather. Please do not wear a rain poncho, as they can flap in the wind and spook the horses.
- **Should I tip my guide?** – Gratuities are customary and very much appreciated.
- **Do I have to sign a Waiver?** Yes. All adults must sign a waiver prior to the ride. A waiver must also be completed by the legal guardian of any child under the age of 18.
- **Will we see wildlife on these tours?** There is a chance of seeing wildlife on the tour and we often spot animals, however we do not guarantee seeing wildlife on any of our tours. Our guides have a lot of knowledge about the animals within the park and can fill you in about them if you see any wildlife or if you have any questions.
- **Wild Animals – Is it safe to approach wild animals? Is it safe to touch them if they behave friendly?** **ABSOLUTELY NO.** Neither should you get out of your vehicle to photograph them even if they seem to be calm and even friendly.
- **What is your policy should our flight be cancelled and therefore we are unable to join the tour?** - DMCi Inc. is responsible only for services booked through us. Therefore, your 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, health

# Trail Rides - Bow Valley Loop Ride

Banff, AB, Canada



Product Code:

DM DTYBABOWRIVER

conditions, death in the family, etc. are not reasons for a refund or a substitution tour. If you are unable to join the tour or fail to join the tour on time, no refund/substitution tour will be provided. All such circumstances should be covered by your Travel Insurance.

## Note

- Clients should be double vaccinated and must produce their vaccination certificates on demand along with photo ID.
- Clients may be required to wear a Face Masks if mandated by the Provincial/Federal Government.

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

Contact our Destination Specialist @

Email: [sales@dmci.ca](mailto:sales@dmci.ca)

Phone: +1 (416) 425 8001 extn 1

[www.dmci.ca](http://www.dmci.ca)