

FIT – Canada Ski Packages

Banff Ski Packages

Banff, AB, Canada



Product Code:

DM-YBASKI

FAQ

- **Do I need to buy Travel Insurance to cover any costs including medical associated with any injuries I may suffer during my Ski Holiday?** Absolutely Yes. You must absolutely buy Travel Insurance to cover all circumstance that may arise during your Ski Holiday package.

Clients are required to purchase travel insurance that covers them for all eventualities including skiing/snowboarding plus any other activities that they wish to participate in (including injuries, loss of life, etc.). We advise that you check with your insurer to make sure cover is adequate and that it provides cover, where applicable, for off-piste skiing, free-riding, mountain rescue and hospitalization costs – as well as any cancellation costs.

Stars & Maple Holidays sells Manulife Travel Insurance to residents of Ontario. Please check with us for rates.

Residents of other provinces as well as those coming from United States and overseas must purchase Travel insurance in the province/state/country where they reside. Clients are required to sign off on a Waiver of Liability Form in the event you are declining our offer to sell Travel Insurance, or you are making your own arrangements.

- **What is the nearest Airport to Banff?** The nearest Airport to Banff is Calgary international (YYC) with International and Domestic flight arrivals.
- **How do get to Banff from Calgary international (YYC)?** We offer both private as well as coach transfers from Calgary Airport for an additional cost. Please check with us for rates and schedules.
- **Where do we go in the airport to get our shuttles?** - Shuttle check-in desks are located between exit doors 5 and 6 of the main arrivals' domestic terminal at the Calgary International Airport. Please follow the details on your shuttle confirmation as they are subject to change.
- **How long is the drive from YYC to Banff?** It is approximately a 2-hour drive.
- **Is the transfer included in our Ski package private?** No. This is a coach transfer and there are other customers on the coach who will ride along with you to Banff.
- **Canada Park fees - Is it free to enter Banff and Jasper National Parks?** - Yes. The national park pass is required if you are stopping within the park (not just driving straight through). Passes can be purchased in advance online, at the gates to the park as you enter Banff or at the visitor center in downtown Banff.
- **How much does the Park Pass cost?** The price of a pass depends on the number of days and number of people. You can purchase your pass in advance by visiting www.banfflakelouise.com/park-pass-purchase, from the gate attendants or visitor center representatives in Banff.
- **How cold is it? Depending on when travel to Banff the weather can be sunny and blue skies or nearing -30 Celsius (-22F), sometimes even both at the same time!**

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Bring lots of layers so that you can easily add or take away depending on how the weather is. It is also important to remember the weather in town or at the base of the mountain can be very different to what is happening at the top of the mountain. Remember to bring along layers for your day at the resort.

- **Ski Lift Tickets** – how do we get our Ski Lift Tickets? If your Ski Package is booked a least 4 days ahead, you can collect your tickets at the hotel where we have booked your stay. Hotels include properties in Banff, Lake Louise, and Canmore. If your hotel is not listed in the list of hotels where this service is unavailable or you have booked your Ski Package 4 days or less from start of your ski vacation, you may choose to pick up your lift tickets in Banff at the SkiBig3 Adventure Hub or in Canmore at Gear Up. We will advise you at the time of confirmation if you can collect your Lift Tickets at check-in at your hotel.
- **Do you have to know the days you are skiing to select your lift tickets?** - Yes, lift tickets are date specific so you will need to know what days you plan to ski and select your lift tickets accordingly. Your multi-day ticket will start counting down the first day you visit and scan at a SkiBig3 resort.
- **How do grace days' work with a multi-day SkiBig3 Lift Ticket?** - Grace days allow you to take a rest day or days during your ski trip. For example, on a three-day lift ticket you have five days from the start date of the ticket to ski your three days.
- **What is Ski 3 of 5 Days?** This means you have two grace days in your 5 Day Ski Lift Package. You can ski any three days in the 5-day window.
- **What resorts are included on the SkiBig3 Lift Ticket?** - Banff Sunshine, Lake Louise Ski Resort and Mt. Norquay.
- **Is night skiing included with my SkiBig3 Lift Ticket?** - Night skiing is included with your SkiBig3 Lift Ticket. Night skiing is not included on the Mountain Collective or Ikon Pass.
- **Is a lift ticket required if I have a lesson booked?** - Lessons do not include lift tickets or equipment. Please ensure you have a lift ticket in hand before arriving to your lesson.
- **Can rent Ski Equipment with your Package?** Unless clearly mentioned in our list of Inclusions, We do not include Ski Equipment in our Ski packages. However, we do have special rental rates and you may book Ski Rental Equipment when booking your Ski Package.
- **Does rental equipment include grace days?** - Rentals do not include grace days and must be rented for each day that they will be out of the shop.
- **How do I get my rental equipment?** - Rental equipment needs be fitted at the SkiBig3 Adventure Hub located at 114 Banff Ave . If you get fitted one hour before regular closing time the day prior to your rental start-date (see [SkiBig3 Adventure Hub hours](#)), you can have your rentals delivered to your hotel. Delivery is only available for Banff hotels.
- **When can I get my rentals fitted?** – You can get fitted during the [SkiBig3 Adventure Hub hours](#) the day before your rental starts. If you are staying in Banff, you can have it delivered to your Banff Hotel.
- **Do I have to get the rental equipment fitted?** - Yes, you must have the equipment fitted at the SkiBig3 Adventure Hub.

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- **Can you deliver equipment without me coming into the store?** - For your safety, the equipment must be fitted at the SkiBig3 Adventure Hub.
- **What are the Adventure Hub Hours?** - The hours may vary, please visit SkiBig3 Adventure Hub hours here for the most up to date information.
- **Where is the SkiBig3 Adventure Hub?** - The SkiBig3 Adventure Hub is located at 114 Banff Avenue in downtown Banff.
- **Can we get our rentals when we arrive at the resort?** - If you have reserved rental equipment through SkiBig3 it must be fitted and picked up at SkiBig3 Adventure Hub in Banff prior to going to the resort. If you are staying in Banff, you can get fitted the day before (SkiBig3 Adventure Hub hours) your first ski day and the equipment would be delivered to your hotel.
- **What level of rental equipment should I get?** - Our mid performance level is best suited to beginners and intermediate skiers. High performance is for intermediate and up. The demo gear is going to be the most recent equipment for the current season for guests to try out. Demo gear is suited for intermediate and up.
- **What equipment and clothing are available to rent?** - Skis, boots, poles, helmets, snowboards, snow pants and snowshoes are all available for rent as part of a package or on their own. Items such as gloves, goggles and clothing are available for purchase at the SkiBig3 Adventure Hub.
- **Is night skiing included with my SkiBig3 Lift Ticket?** – Yes. Night skiing is included with your SkiBig3 Lift Ticket and can be used as part of the same day-scan when you have skied at any other resort on that day. Should you choose to only go night-skiing, this is considered one-day of skiing.
- **Can I ski at more than one resort in one day?** - Your SkiBig3 Lift Ticket is valid for same-day usage at Banff Sunshine, Lake Louise, and Mt Norquay. Please note, shuttles do not run from one resort to another, so a private vehicle would be required.
- **Which resort is best for beginner skiers?** - All three resorts have specially designed areas for those learning to ski or snowboard, as well as beginner level runs for continued progression. You can feel comfortable learning at any of the SkiBig3 resorts.
- **Will I see wildlife during our visit to Banff?** 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.
- **Would clients require a credit card to check-in at confirmed hotels, lodges, and inns?** Yes. Clients are required to present a Credit Card in their name at check-in. Hotel will typically take an authorization on the credit card for between \$500 and \$750 per stay to cover room incidentals and any damage to property. The authorization will auto-cancel within 72 hours of check-out less any incidentals or other charges relating to the room.

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▪ 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, possibly an additional night charge will apply.

- ## ▪ What is your policy should our flight be cancelled and therefore we are unable to join the tour?
- We are not responsible for flight delays, cancellations, etc. Every attempt will be made to accommodate you on a different tour subject to availability. However, we do not guarantee rebooking on a substitution tour. Should you miss any tour or accommodations due flight disruption, there will be no refund for such missed services. Any such circumstances should be covered by your Travel Insurance. We strongly recommend you purchase Travel Insurance to cover such circumstances.

Note

1. The Federal and/or Provincial health authorities may require that clients are double vaccinated and produce a vaccination certificate on demand. Please refer to [Health Canada](#) site for most up to date information in this regard.
2. Federal, Provincial, Municipal Health Authorities and/or certain service providers may require clients to wear a face mask.
3. We recommend clients carry a digital/paper copy of their Vaccination Certificate on person to be produced on demand.

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

Contact our Destination Specialist @

Email: sales@starsandmaple.com

Phone: +1 (647) 794-4040

Toll Free: +1 (877) 292-8528

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