

Rafting FAQ's as per Canadian Rockies Rafting

SAFETY & RISK

Is river rafting safe?

At Canadian Rockies Rafting, your safety is their priority. Whitewater Rafting is an extreme activity that involves hazards and risks. Their guides are highly trained to operate safely on the water and how to recognise and avoid potential hazards and risks but this does not eliminate the hazards and risks associated with Whitewater Rafting/River Rafting.

Do I need to sign a waiver?

Yes, every guest must read and sign their Release of Liability Waiver before going on a River Rafting tour with them. All guests under 18 years old need their parents or legal guardian to sign the waiver form on their behalf. The waiver has to be signed before the day of the tour, and can be found via your confirmation email under "Complete Guest Details". Take a look at the waiver here.

[See waiver here](#)

I can't swim, can I still go rafting?

Yes, you do not need to know how to swim. However, we ask our guests to let their guide know that they are non-swimmers. We recommend guests with limited or no swimming abilities to join the Kananaskis Whitewater Tour, as the rapids are not as strong, and the chance of something happening is reduced but, no guarantees can be given.

Are there risks involved with river rafting?

Whitewater Rafting is an adventure that comes with risks. Their guides give a detailed safety brief about the risks and hazards and how to handle different situations that could arise during the tour. Even with safety briefs and well trained guides, there is no guarantee that injury or incidents won't occur while Whitewater Rafting/River Rafting.

GENERAL QUESTIONS

Do I need experience to go whitewater rafting?

No, you don't. Most of the guests are first-timers and trips, equipment, and briefings are designed to put beginners at ease. Their experienced guides will provide a safety

orientation before you get on the water and coach you the whole way through the rapids. No previous whitewater experience is necessary.

What is the best time of year to go rafting?

The rivers change from May to September. High water is usually from mid June to mid July. For the real whitewater enthusiast, this would be an exciting time to book on their Horseshoe Canyon Whitewater tour as the rapids are at their biggest. That being said, the amazing scenery along the Horseshoe Canyon makes it a fantastic experience all summer long. The Kananaskis River is dam controlled and stays consistent all season long, making it an excellent choice at any time during the season. If you're interested in spotting wildlife, their Bow River Nature Float offers great birding opportunities in May through June.

How many people fit in the raft?

The rafts take 8 to 10 participants in a raft, plus one river guide who sits and coaches you from the back.

Can I go rafting if I don't know how to swim?

If you do not know how to swim, the Kananaskis Whitewater tour is the perfect option for you. This tour is still challenging and lots of fun but not intimidating or overly powerful. We do not recommend the Horseshoe Canyon for those who cannot swim. The Horseshoe Canyon Whitewater tour features higher water levels and more powerful rapids. There is a greater chance that a boat could flip or that you could fall out and you would need to swim to safety.

Do we need to be physically fit to go rafting?

We recommend that all of the rafters be in good physical health as the cold water can be a shock if you fall in and the paddling is a lot more strenuous than it looks! If you have a medical issue but you still want to go rafting, we always recommend you check with your doctor first.

Is lunch included in either of the tours?

Canadian Rockies Rafting offers a Surf & Saddle package with [Boundary Ranch](#) that includes a horseback ride, a lunch and a rafting tour on the Kananaskis River. You have the choice between a BBQ Burger or a BBQ Steak.

When does your season start and end?

Canadian Rockies Rafting starts rafting as soon as the ice is off the river, and up until the snow falls! This is usually between the start of May to the end of September. They have even done the odd trip in April and October depending on Mother Nature!

What sets Canadian Rockies Rafting apart from other rafting companies?

Canadian Rockies Rafting has been running the rivers of Alberta and British Columbia for more than 25 seasons. Their dedication to safety and customer service is second to none and their staff members are friendly, experienced and willing to answer all of your questions and concerns. They pride themselves in offering the most affordable whitewater rafting adventures in the Bow Valley, not to mention, they offer excursions that you won't find anywhere else including river boarding and private/custom tours.

Are any of the rafting tours suitable for seniors?

There is no maximum age limit for our whitewater tours – so long as you're physically fit you're welcome aboard! The scenic float is also an amazing experience for anyone still wanting to get out on the river but not interested in whitewater rapids.

It is supposed to be raining the day of our trip, will the trip be cancelled?

We raft rain or shine! You're going to be getting wet anyways. The only events that they would cancel a trip are in adverse weather conditions or if the water levels are not suitable for rafting.

GEAR & WHAT TO BRING

What do I wear?

Most guests arrive with their swimsuit underneath their clothes. Once at their river base you change into your wetsuit, wearing your swimsuit underneath. They provide you with river boots, so don't worry about what shoes you need to wear.

What do we need to bring?

You need to bring a swimsuit, towel, dry clothes (for afterwards), fleece sweater (optional), sunscreen, and lots of energy!

What if I don't own a swimsuit?

That's okay! You can wear tight shorts, a tight-fitting tank top or t-shirt, or leggings underneath your wetsuit. The closer the wetsuit is to your skin, the warmer you will be.

What can I bring in the raft with me?

Just yourself! They do not allow cell phones, cameras, or backpacks on the raft as there is a good chance that they will get wet, damaged, or lost. Sunglasses are allowed but not recommended. If you need anything for medical reasons, please let your guide know and they will make sure it comes on the raft with you.

Can I bring my GoPro?

Yes, but at your own risk. They have a few helmets at the river base with the GoPro helmet mount (first-come-first-serve) – just make sure you bring any necessary accessories. They do not take responsibility for any GoPros or personal items that are lost on our river tours.

I wear prescription glasses. Can I wear them on the raft?

Yes, of course! They wouldn't want you to miss the adventure! They recommend you bring an eyewear retainer or safety strap. If you do not have one, our guides have string at the river base for you to use. Just ask!

Can we bring our cameras/phones on the raft with us?

No, they do not recommend it. Any technology on the raft is at risk of getting wet, damaged, or lost. They do allow GoPros, but guests must be aware that Canadian Rockies Rafting is not liable for any personal belongings lost or damaged on the river. There will be a photographer along the river banks taking photos of your adventure

which will be available for purchase on rafting.ca 24-48 hours after the date on your trip.

Can we bring our own wetsuits, life jackets, or river shoes?

All guests must wear Canadian Rockies Rafting life jackets and helmets for safety reasons and insurance purposes. Their gear is checked regularly to make sure it is in good condition and up to current Canadian safety standards. You can bring your own wetsuit as long as it is 3mm or thicker, has long pants, and is checked by your guide first!

ON THE RIVER

Will I get wet?

Yes. You can expect to get splashed on all their whitewater trips! Not to mention, you have the option of jumping out of the raft and going for a swim on both of the whitewater tours. On the Bow River Nature Float, however, you will not get splashed or wet. This tour is a relaxing float on calm water.

How cold is the water?

The waters of the Bow River and the Kananaskis River range from 6 to 12C in the summer.

Are we going to be freezing the whole time?

Definitely not. Your wetsuit is designed to keep you warm by warming the water that it collects, creating a layer of insulation. If you know you are a "cold person" you can bring a fleece sweater to wear between your wetsuit and your splash jacket. (Do not bring cotton – when it gets wet it will keep you cold!)

WHERE TO MEET & PARK

Where do I park?

For the Bow River Nature Floats, the tour departs from the Canmore Office. There is a free, gravel parking area across the street behind Home Hardware. (Turn into the Home Hardware parking lot at the lights at Railway Ave. and Main St.)

For the whitewater tours, when you arrive at Canadian Rockies Rafting's river base, the Stoney Nakoda Resort & Casino, you can park in the adjacent lot from our River Base and then please head over to one of their staff to Check-in.

Do you offer a shuttle service?

They offer a shuttle bus from our Canmore Office for the Bow River Horseshoe Canyon tour and the 1:30pm Kananaskis Whitewater tour.

How do we get back to our cars after?

The river base at the Stoney Nakoda Resort & Casino, is the meeting point and staging area. From there, everyone hops on a bus to the actual "put in" location on the river (the piece of the river bank where we put the rafts in the water). Then, once everyone

arrives at the "take out" of the river (where the river tour ends), the bus driver will be waiting to drive everyone back to the river base at the Stoney Nakoda Resort & Casino where you left your car.

Will we start and finish at the same spot?

No. On your river tour, you will flow downstream, catching the rolling rapids and working as a team to conquer the whitewater along the way. Where you put the boats in the river will not be the same place you take the boats out of the river.

BOW RIVER NATURE FLOAT DETAILS & INFORMATION

What time will we be finished?

Both Float Tours start at 6:30pm.

The Town Float is one (1) hour in duration; you can expect to be finished about 7:30/7:45pm.

The Dead Man's Flats Tour is one and a half (1.5) hours; you can expect to be finished about 8:00/8:30pm.

How long are we on the river for?

The Town Float is one (1) hour on the water. The Dead Man Flat's Tours is one and a half hours (1.5) hours on the water.

Are we guaranteed to see animals on the nature float?

We can't control Mother Nature but, we can say that lots of local species live in the area and they are commonly seen by the river guides throughout the summer. On the Bow River Nature Float tour you have a good chance of seeing osprey, bald eagles, cliff swallows, river trout, elk, and even beavers!

Is food provided on the float trip?

No, but they do supply bottled water. If you would like to bring your own snacks or non-alcoholic beverages you are more than welcome!

Do we get wet on the float tour?

No, you will not get wet on the float tour. This is a relaxed float tour on calm water. The only chance of getting wet is if you want to jump in.

What should we bring/wear on the float tour?

You can wear anything you like! On cooler days, we recommend you wear long pants and bring a warm sweater. You can wear open or close-toe shoes.

Where does your float tour start and finish?

The Bow River Nature Float tour starts at the Trans-Canada Highway bridge and ends in Three Sisters Campground. You'll float through an area known as Dead Man's Flats. If water levels are too low to float this section (in late summer) you will float from the Canmore public boat launch to the Trans-Canada Highway.

GROUPS & DISCOUNTS

Do you offer a group discount?

Yes! They offer a discount of 10% off for groups of 10-17, and 15% off for groups of 18 or more.

Do you offer a local discount?

Yes! Contact us directly to take advantage of our local discount.

Can my group/family guarantee our own raft?

We cannot guarantee that your group will have its own raft. Indeed, the rafts can take 8-10 people, which is why they will be mixing groups to fill the boats.

BOOKING QUESTIONS

How do I book?

Send us an inquiry info@bookcanmore.com.

When should I book?

To ensure space on the date of your choice, book as early as you can. We recommend you book 7-3 days prior to your desired trip date.

Can I show up to the river base to go rafting?

All rafting tours need to be booked in advance since they organise boats and staff depending on bookings.

They accept booking up to 8:00 pm the night before for a Bow River Horseshoe Canyon tour or a Morning Bow River Nature Float, and up to 11:00am the day of a tour for the Kananaskis Whitewater tour and Evening Bow River Nature Float.

When do I pay the day of the tour?

We require full payment at the time of booking.

CANCELLATION POLICY

What is your cancellation policy for individual booking?

We require 48 hours notice (prior to your tours departure time) to cancel or change your tour without penalty.

- Cancellations within 48 hours of your departure time and no-shows are not eligible for a refund.
- If you reduce the number of guests 48 hours or more before your departure time – a reduction in price will be given to reflect the updated number of participants.

- If you reduce the number of guests within 48 hours of your departure time you will still be charged for all guests that were booked prior to the 48 hours notice required for cancellations or changes.

What is your cancellation policy for groups of 9 and more?

We require 7 days notice (prior to a tour's departure time) to cancel or change a tour without penalty.

- Cancellations within 7 days of your departure time and no-shows are not eligible for a refund.
- If you reduce the number of guests 7 days or more before your departure time – a reduction in price will be given to reflect the updated number of guests.
- If you reduce the number of guests within 7 days of your departure time you will still be charged for all guests that were booked prior to the 7 days notice required for cancellations or changes.

What is your cancellation policy for private and executive tours?

We require 14 days notice (prior to a tour's departure time) to cancel or change a tour without penalty.

- Cancellations within 14 days of your departure time and no-shows are not eligible for a refund.
- If you reduce the number of guests 14 days or more before your departure time – a reduction in price will be given to reflect the updated number of guests.
- If you reduce the number of guests within 14 days of your departure time you will still be charged for all guests that were booked prior to the 14 days notice required for cancellations or changes.

TOURS RESTRICTIONS

Are there any restrictions for the Kananaskis Whitewater Tour?

Yes, there are a few restrictions on the Kananaskis Whitewater tour. The minimum age to join this tour is 5 years old, the minimum weight is 45lbs (20kg) and the maximum weight is 350lbs (160kg).

Are there any restrictions on the Bow River Horseshoe Canyon Whitewater tour?

Yes, there are a few restrictions for this tour. The minimum age is 12 years old, the minimum weight is 90lbs (45kg) and the maximum weight is 350lbs (160kg).

Are there any restrictions on the Bow River Nature Float?

Yes, the minimum age requirement for the Bow River Nature Float is 4 years old. No minimum weight requirement.

Are there any restrictions on the Kananaskis Surf Trip?

Yes, the minimum age is 12 years old, the minimum weight is 90lbs (45kg) and the maximum weight is 350lbs (160kg).

POLICIES & BOOKING REQUIREMENTS

PAYMENT POLICY

All rafting equipment is included in the full payment. No additional charges are applicable after full payment is made. Note: Photos are not included in the full payment required for booking.

Payment method:

- We accept Visa and Mastercard. Payments must be made at time of booking.
- All pricing is in Canadian Dollars and is subject to a 5% GST charge.
- A Confirmation Email with a payment receipt will be sent to the email provided during the booking process.

Individual Bookings and Group Bookings (9 Participants or More):
Full payment is required at the time of booking.

Private/Exclusive Bookings:

Please contact us for payment options and invoicing.

*Payment will automatically be taken from the Visa or Mastercard used to reserve your booking if you do not make payment before your payment deadline.

CANCELLATION POLICY

Cancellations by Guests

Individual Bookings:

We require 48 hours notice (prior to your tours departure time) to cancel or change your tour without penalty.

- Cancellations made 48 hours or more before your departure time are eligible for a full refund
- Cancellations within 48 hours of your departure time are not eligible for a refund*
- No-shows are not eligible for a refund
- If you reduce the number of guests 48 hours or more before your departure time – a reduction in price will be given to reflect the updated number of participants
- If you reduce the number of guests within 48 hours of your departure time you will still be charged for all guests that were booked prior to the 48 hours notice required for cancellations or changes

Group Bookings (9 or more) and Private Tours:

We require a 1 week notice (prior to a tours departure time) to cancel or change a tour without penalty.

- Cancellations made 1 week or more before your departure time are eligible for a full refund
- Cancellations within 1 week of your departure time are not eligible for a refund*
- No-shows are not eligible for a refund
- If you reduce the number of guests 1 week or more before your departure time – a reduction in price will be given to reflect the updated number of guests
- If you reduce the number of guests within 1 week of your departure time you will still be charged for all guests that were booked prior to the 1 week notice required for cancellations or changes

Private/Exclusive Tours

We require 2 weeks notice (prior to a tour's departure time) to cancel or change a tour without penalty.

- Cancellations made 2 weeks or more before your departure time are eligible for a full refund.
- Cancellations within 2 weeks of your departure time are not eligible for a refund*
- No-shows are not eligible for a refund
If you reduce the number of guests 2 weeks or more before your departure time – a reduction in price will be given to reflect the updated number of guests
- If you reduce the number of guests within 2 weeks of your departure time you will still be charged for all guests that were booked prior to the 2 weeks notice required for cancellations or changes

*Exceptions may be made in certain circumstances subject to the discretion of Canadian Rockies Rafting and Adventures Inc. This includes but is not limited to: family or medical emergencies, death, unforeseen transport/access issues due to accidents or road blockages.

Cancellations by Canadian Rockies Rafting and Adventures Inc.

Canadian Rockies Rafting and Adventures Inc. reserve the right to cancel or change a tour at any time for any given reason. This includes but is not limited to:

- Adverse water
- Dangerous weather and related conditions
- Safety concerns
- Insufficient bookings

Wherever possible, Canadian Rockies Rafting and Adventures Inc. will provide advanced notice of cancellations or changes before your tour departure. In the event of a cancellation by Canadian Rockies Rafting and Adventures Inc. a comparable solution will be offered. It will be at your own discretion whether you choose to accept the solution offered or request a full refund. If Canadian Rockies Rafting and Adventures Inc. changes the location of a tour (i.e. from the Horseshoe Canyon to the Kananaskis

River) due to safety concerns, you are not eligible for a refund as this is considered a comparable solution.

BOOKING NOTES AND REQUIREMENTS

Bookings must be made in advance to participate in one of our tours – we do not accept walk-ins or last-minute arrivals.

For individuals, we accept bookings (provided there is space available) until 8:00pm MST the night before for tours on the Bow River – Horseshoe Canyon Whitewater Tour and 9:00am MST Kananaskis Whitewater Tour and 11:00am MST the day of a tour for the 1:30pm MST Kananaskis River and Kananaskis Surf Trip.

Included in Your Tour

- Certified, professional river guides
- All river gear and equipment. Including:
 - Wetsuit
 - River boots
 - Splash jacket
 - Life jacket
 - Helmet
 - Paddle
 - Rafts
- Hot or cold beverages (weather dependent)
- Group changing rooms
- Nearby restroom facilities
- Secure storage
- Photos – available for purchase at rafting.ca 24-72 hours after your tour

What to Bring

- Swim suit
- Towel
- Dry clothes for after
- Sunscreen
- Bug spray (optional)
- Optional clothing for cold weather: fleece sweater, toque and gloves (not cotton)
- Sunglasses (at your own risk)

RESTRICTIONS

Age and Weight Requirements

- The minimum age requirement for our Bow River Nature Floats is 4 years old. No minimum weight requirement.
- The minimum age requirement for our Kananaskis Whitewater Tours is 5 years old and a weight of at least 45lbs/20kgs. Both age and weight conditions must be met.
- The minimum age requirement for our Horseshoe Canyon Whitewater Tour and Kananaskis Surf Trip is 12 years old and a weight of at least 90lb/40kg. Both age and weight conditions must be met.
- Please provide the age of all children participating in a tour at the time of booking.
- The maximum weight restriction is 350lb/158kg for all tours.

Liability

Participating in River Rafting comes with risk. Canadian Rockies Rafting and Adventures Inc. takes all precautions to ensure guest safety, however, there are still risks with River Rafting.

To take part in any of Canadian Rockies Rafting and Adventures Inc. tours, every guest must complete a waiver prior to the departure date of the tour. Once booked in for a tour, the waiver will be available to complete online. By signing the waiver, you acknowledge that you fully understand and assume all risks associated with River Rafting and waive your legal rights in case of injury or incident.

For those guests 18 years and under, a parent or legal guardian will assume these risks and sign on their behalf.

PRIVACY POLICY

If you would like to see Canadian Rockies Rafting and Adventures Inc.'s full privacy policy or if you have any questions regarding our privacy policy, please contact info@rafting.ca

Collecting Information

What information do we collect?

When booking or registering on our site, you may be asked to provide:

- Name
- Email
- Mailing address
- Phone number

- Credit Card Information
- Age or other details

When do we collect your information?

We collect information when you:

- Make a booking
- Register for a newsletter
- Submit an inquiry
- Complete a pre-trip questionnaire

How do we use your information?

We may use your information in the following ways:

- To quickly access your transactions or prepare for your departure
- To send periodic emails regarding your booking
- Confirmation emails
- Payment receipts
- Tour updates, changes or cancellations
- Information regarding products and services (if you sign up to our newsletter)
- An optional survey after your tour to provide feedback
- To respond to inquiries or requests
- Market tour mailing list after the original transaction has occurred

If you wish to unsubscribe to emails or marketing correspondence – please notify info@rafting.ca so we can honor your opt-out request as soon as possible in accordance with the CAN-SPAM Act 2014.

How do we protect your information?

- We do not sell, trade or otherwise transfer information to outside parties
- Our website is regularly scanned to find any holes or vulnerabilities
- Your personal information is contained behind secure networks through regular malware scanning and is only accessible to those with special permissions and are required to keep information confidential
- All sensitive information supplied to us is encrypted via Secure Socket Layer (SSL) technology
- Financial transactions are processed through a gateway provider and not stored or processed on our servers

Cookies

We use cookies to help us remember and process items in your shopping cart. They also help us understand your preferences based on current or previous site activity, which enables us to provide you with improved services. Cookies help us to compile data on site traffic and site interaction, so we can improve site experiences and tools in the future. You can choose to disable cookies on your browser. Disabling cookies will not prevent you from making orders but may make your site experience less efficient and some services may not function properly. Please check your individual browser settings to modify your cookie preferences.

Third party disclosure

As we offer third-party products and services on our website, information will be shared with hosting partners who assist us in conducting business or providing services to you. A condition of this information being shared is that these parties keep all information confidential.

We do not sell or trade your personal information to outside parties unless we provide you with advance-notice.

We may release your information when appropriate to comply with the law, enforce our site policies or protect ours or other's rights, property or safety.