

Sundance Mountain Resort ZipTour FAQs

What is the Sundance ZipTour?

The Winter ZipTour is our longest of the zip line spans, with two cables offering a unique shared experience. This enables guests to ride side-by-side as they soar down the mountain while soaking up the expansive views of Mount Timpanogos.

How long are the zip lines?

Zip Name	Location	Distance
Demo Span	Ray's Summit	100 Ft
Ray's Span – Summer Only	Ray's Summit to Arrowhead Base	936 Ft
Bishops Span – Summer Only	Top of Bishop's Bowl to Flathead Summit	2,341 Ft
Flathead Span – Summer Only	Flathead Summit to Ray's Summit	2,581 Ft
Outlaw Span	Ray's Summit to Upper Parking Lot	3,871 Ft

How much does it cost?

There are three pricing options to choose from (All tours include the Demo Span before starting the tour):

- **Winter ZipTour – \$49** – Includes one lift ride on Ray's Lift and the Outlaw Span (3,871 ft. long)
- **Ski and Zip Package – \$99** – Includes the Winter ZipTour (Demo and Outlaw Spans) and one Full Day Lift Ticket.
- **Ski and Zip Package + Rentals – \$119** – Includes the Winter ZipTour (Demo and Outlaw Spans), one Full Day Lift Ticket, and one Full Day Ski or Snowboard Equipment Rental.
- **\$15 Bounce-Back** – If you would like to ride the full tour a second time, for just \$15 per person, you can do it all again!

Bounce-back not available on 4:00 pm tour and may not be available based on business levels, must be used immediately after tour, and is nontransferable.

Zip lining in the winter? Isn't it freezing?

Not if you dress for the weather! You experience similar temperatures as when you ski, snowboard, or go sledding. Dress in layers, and after enjoy a delicious cup of hot chocolate in our Creekside Café, or Deli!

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What are the hours of operation?

Tours operate from 12:00 pm to 4:00 pm leaving every hour. December 21 through January 2 we are open seven days a week. Then, January 3 to April 2 we are open Wednesday through Sunday.

Check-in begins at the tour start time, however it is strongly recommended that you plan to arrive approximately 30 minutes early. This allows extra time for travel, parking, and navigating the resort. Guests that are more than five minutes late will be rescheduled to the next available tour, and a \$10 rescheduling fee will be applied per person.

Do I need to make a reservation?

We highly recommend that you reserve your ZipTour in advance as there is limited number of space on each tour, and tours can sell out on any day. You can reserve online at www.sundanceresort.com/ziptour or by calling 844-Zip-Tour. If you do not have a reservation, you are not guaranteed a spot.

Our reservation line voicemail is always available and calls will be returned promptly during operational hours, however, a reservation is ONLY confirmed with payment by credit card, or prepaid by check or cash. All group reservations must be arranged through the ZipTour office.

How do we book?

You may book online at www.sundanceresort.com/ziptour or by calling the reservation office at 844-Zip-Tour. Guests may register and check in at The Zip Tour office 12:00 pm to 4:00 pm Wednesday through Sunday (January 3 to April 2).

What time do I need to arrive?

It is imperative that you plan to arrive prior to your scheduled zip line tour. We recommend planning to arrive 30 minutes in advance to allow for travel delays (usually weather related), parking, and navigating the resort. If you arrive more than 5 minutes late, you will be rescheduled to the next available tour time, and a \$10 fee per person will be applied. There are no refunds if you miss your session, or cancel within 48 hours of a scheduled tour.

Is there any paperwork to fill out?

All participants must complete a Release of Liability prior to beginning the adventure. A signature from a parent/guardian is required for all participants under the age of 18. Liability releases can be completed online as well as on most mobile devices once you arrive at Sundance Mountain Resort.

What should I wear?

The Sundance Mountain Resort ZipTour is an outdoor adventure with points high up on the mountain in an alpine environment. You may experience variable weather conditions. Wear comfortable clothing that allows free movement.

- Snow pants are recommended and should allow for a comfortable fit of the safety harness.
- Dress in layers appropriate for the forecasted weather for the day.
- Shoes should be comfortable and flat soled, such as boots. No open-toed or open-back shoes are permitted.
- Gloves are required, and leather gloves are strongly recommended.
- Long hair must be tied back in a low ponytail.
- Goggles, a face covering, and beanie or ear covering are recommended.
- Be sure to hydrate before your adventure.

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- Take precautions for being in the sun, such as applying sunscreen, as you will be out in the open for the entirety of the tour
- No necklaces, lanyards, or loose fitting clothes permitted.

Don't have the right gear? We've got you covered! Rental snow pants, jackets, and goggles are available upon request.

Are there any age, height or weight restrictions?

Participants must be at least 10 years old, weigh between 50 and 260 lbs. and be between 48" and 82" tall. (Please expect to be weighed and measured upon arrival.) Participants must also be able to walk 1/3 of a mile with a 10 lb. backpack and have no history of neck, back, or spinal injuries. Women must not be pregnant.

Can my son or daughter under 18 go through the ZipTour alone?

Guidelines are as follows:

- Ages 10-15 must be accompanied by an adult *and* have the waiver signed by a legal parent or guardian.
- Zip line riders must be willing and able to operate the equipment on their own as each zip line rider will ride each line independently.
- Accompanying adult can, and in some cases will, be required to ride on the line next to the minor but will be on a separate line.
- For youth ages 16 - 17, a parent must sign a waiver which may be completed online or in person.

Do I have to be an athlete to do the ZipTour?

No, but you will need to be able to walk 1/3 of a mile with a ten-pound backpack. The activity is designed for participants of average mobility and strength who are in reasonably good health. You need full range of movement with your arms to be able to hold and pull down a handle with both hands above your head. The property on which the activity is conducted includes hilly, rocky and wooded terrain, cliffs, ravines, creek beds and potentially harmful plants, animals and insects.

What do I have to carry, and for how long?

The ZipTour trolley is the primary piece of equipment you will be carrying and/or suspended from throughout the duration of the tour. The trolley weighs approximately 10 pounds. When not in use suspending you from the zip line cable, you will carry it in a backpack specifically designed for it. You can expect to carry/wear the backpack for approximately 1.5 hours. This means you will carry it from the training area to the chairlift and while you walk to the zip line and wait your turn.

Can I bring my camera or video recorder?

Yes, you may bring your camera or video recorder. However, you may not use the equipment any time you are suspended on the zip line. The only exception is the use of a camera/GoPro that is mounted in a secure way that does not interfere with the zip line, trolley or harness, and is hands free.

Are there storage or changing facilities?

We have lockers available for rent, they are a self-service system that accepts cash or credit cards. Exact change must be used when paying with cash. The locker rentals are good for one full day with unlimited access. No changing room facilities are available. There are restrooms in the Creekside building near the Zip Tour office that may be used.

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Are there restrooms available on the tour?

Restrooms are available in the Creekside building near the Zip Tour Office at the base of the mountain. On the mountain, there are no restroom facilities.

Is there a guide with you on the tour?

You will receive a safety briefing and training from our ZipTour staff, and the guides will stay with you for the duration of the tour.

How high off the ground will we be?

While on the tour you will experience the following heights and elements:

- Zip lines 14 to 180 feet above the ground.
- Preparing to zip while standing on platforms as high as 30 feet above the ground.
- Zipping above as well as within the trees.

Can I watch if I am not participating?

During the winter, foot-traffic is not allowed on the chair lifts. Anyone not participating in the ZipTour can ride the chair lift with the group, but they must be either skiing or snowboarding. Lift tickets for non-ZipTour riders can be purchased from the Sundance Ticket Office.

What happens in bad weather?

Sundance's ZipTour will not operate in weather conditions which indicate that lightning may be in close proximity, or in sustained winds in excess of 30 mph. Our ZipTour office staff will contact you if we have advanced notice of inclement weather and need to reschedule. If the weather is marginal, please call us for a status update. Do not assume we have cancelled the tour if you have bad weather where you are— we may have sunny skies!

What is your cancellation policy?

You can cancel your reservation by calling the ZipTour office line at 844-ZIP-TOUR. The policy is as follows:

- Cancellations made 3 days prior to reservation date can receive a full refund.*
- Within 3 days of the reservation, the tour may only be rescheduled. One complimentary reschedule is given, then each subsequent rescheduling is \$10 per person. However, on the day of the tour a \$10 per person rescheduling fee applies.
- No-shows with no notification by the tour start-time forfeits all payment and cannot be rescheduled.
- Groups of 20+ are allowed to cancel up to 7 days in advance of the tour date for a full refund. However, a 10% processing fee will be applied.
- Groups of 20+ cancelling within 6 days of the reservation will not receive a refund and has forfeited all payment. **

*All cancellations or reschedules are subject to a \$10 per person fee.

**No-shows in groups of 20+ will be charged \$20 per person fee (\$10 rescheduling fee + \$10 processing fee), and will be issued an e-certificate for the remaining balance.

Please note: Your reservation is not considered canceled until you have verification from a Sundance ZipTour Office associate.

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Occasionally we may need to close the ZipTour for reasons beyond our control. If you have already started the tour we will do our best to find alternative dates or times for you and your party to visit us again. A "rain check" will be issued to be used before the end of the current season. Rain checks do not have cash value and are only valid for the adventure for which it is issued.

What if I need to reschedule my tour?

Tours can be rescheduled at no cost if more than 24 hours' notice is given. However, rescheduling requests on the day of the tour will have a \$10 rescheduling fee applied per person. Please see the full cancellation/rescheduling policy for any additional questions and details.

If the tour is rescheduled more than once, a \$10 rescheduling fee per person will be applied. After the tour has been rescheduled, no refunds will be given for cancellation.

Can I bring my dog?

Dogs are welcome at Sundance Mountain Resort but must be supervised and remain on a leash at all times. You must clean up after your dog while on Resort property. However, your dog cannot accompany you on the zip lines and dogs are not permitted on the lifts. During the winter sports season, dogs are not allowed on any snow surface.

If I have a season pass is it included?

Season Pass holders will receive 20% off zip line tours for themselves and their guests. Reservations can only be made over the phone or in person and the current season pass must be shown at the time of check-in.

NEW UPGRADE! For \$100 add unlimited winter zip lines to your Sundance Season Pass!

Do you have group rates?

Yes. Pricing is dependent on the group size:

# Riders	Winter ZipTour
1-19 Riders	\$49
20-49 Riders	\$45
50+	\$42

All group reservations must be made in advance by contacting the Sundance ZipTour Office 844-ZIP-TOUR

- An 18% gratuity will be added to groups of 20 or more riders. This is due to the additional labor that is involved in processing and prepping for large groups.
- For all private or group reservations or questions contact the ZipTour office at 844-ZIP-TOUR

Any other questions may be answered by calling the Sundance ZipTour office at 844-ZIP-TOUR or by e-mail at ziptour@sundance-utah.com.