

## Sundance Mountain Resort ZipTour FAQs

### What is the Sundance ZipTour?

The ZipTour is a series of five zip line spans each with two cables offering a unique shared zip line 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	Ray's Summit to Red's Lift Base	936 Ft
Bishops Span	Top of Bishop's Bowl to Flathead Summit	2,341 Ft
Flathead Span	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 6 tour options to choose from

- **Maverick Tour** – Demo, Ray's, & Outlaw Span (Includes lift ride on Ray's Lift): **\$69**

Start with a scenic lift ride on Ray's lift. Once you reach Ray's Summit you will complete a short training ride down the Demo Span. Once the Demo Span is completed you will walk over to Ray's Span where you will then accomplish your first zip down. After completing Ray's Span you will ride the lift back to Ray's Summit for your final tour down the Outlaw Span at a total of 4,907' of soaring! This package will take approximately 1.5 hours.

- **Bearclaw Tour** – Demo, Ray's, Bishop's, Flathead, & Outlaw Spans (Includes lift ride on Ray's Lift & Red's Lift): **\$99**

This tour will include all of the above Maverick Package as well as an additional scenic lift ride up Red's Lift where you will arrive at Arrowhead Summit. From there you will take a short hike to the east side of Bishop's bowl to ride down the Bishop Span, Flathead Span, and finish with the Outlaw Span for a total of almost 2 miles soaring through the sky! This package will take approximately 2 hours.

- **Sunrise and Sunset Tours** – Demo, Ray's, Bishop's, Flathead, & Outlaw Spans + a Scenic Off-Road Adventure to Bearclaw Summit: **\$175**

An exciting new offering for the ZipTour are our Sunrise and Sunset tours! See why our resort is named Sundance as you watch the sun crest over the mountain peaks for a breathtaking

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sunrise. Or watch as the sky changes through brilliant colors and hues as the sun sets over the imperial Mount Timpanogos. This tour includes an exciting off-road adventure in Polaris Rangers to Ray's Summit where you will first ride the Demo Span, then Ray's Span. From there, you will continue your off-road ride to Bearclaw Summit where you will ride the remaining spans to return to base: Bishop's, Flathead, and Outlaw.

### **What are the hours of operation?**

Office Hours are 9:30a.m. – 4:30 p.m. daily May 19-Oct 8

The Bearclaw package will operate seven days a week with tours starting at 9:40 a.m. The Maverick package will operate at 12:20 and 4:20 p.m. You will want to arrive 30 minutes early for check in and equipment fitting

The last 5-span tour leaves Ray's base at 4:00 p.m., the last 2-span tour leaves Ray's base at 4:20 p.m.

### **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](http://www.sundanceresort.com/ziptour) or by calling 844-Zip-Tour.

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](http://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 9:30 a.m. – 4:30 p.m. seven days a week.

### **What time do I need to arrive?**

It is strongly recommended that you arrive 30 minutes prior to your scheduled zip line tour. As the zip line tours can be sold out on any day, it is important to arrive on time. There are no refunds if you arrive late and miss your session, or cancel within 24 hours of a scheduled tour. We will attempt to put you in to a later time slot if available but there is no guarantee. Factor in extra time for driving to Sundance Mountain Resort, parking, getting to the ZipTour Office, completing the necessary paperwork, visiting our retail store and making use of our outlets.

### **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.

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- Shorts should reach mid-thigh or longer to allow for a comfortable fit of the safety harness.
- You may want to dress in layers if you are zipping early or later in the day.
- Shoes should be comfortable and flat soled, such as sneakers or hiking boots. No open-toed or open-back shoes are permitted.
- Gloves are required to be worn.
- Be sure to hydrate before your adventure.
- 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 necklace, lanyard, or loose fitting clothes permitted.

### **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 a parent/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 parent/guardian 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 10 – 17, a parent must sign a waiver which may be completed online or in person.

### **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 lbs. When not in use suspending you from the zip line cable, you will carry it in a back pack specifically designed for it. Depending on the tour, you can expect to carry/wear the backpack for 2-3 hours. This means you will carry it from the training area to the chairlift and while you walk to and wait your turn to zip each line

### **Can I bring my camera or video recorder?**

Yes, you may bring your camera or video recorder. However, you may not use the equipment anytime you are suspended on a zip line with the exception of a 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 two available restroom facilities:

- At the end of Ray's Span there will be port a potty's available to use.
- At Arrowhead Summit near Bearclaw Cabin there are restrooms available which use a Clivus Multrum system.

There is no running water on the mountain.

### **Is there a guide with you on the tour?**

- You will receive a safety briefing and training from our ZipTour staff as you begin your adventure and you will meet your guides at each platform. You will always have the opportunity to ask questions and/or seek advice from our ZipTour staff. Please note: The guides reserve the right to remove guests from any of the courses if safety equipment and/ or procedures are not followed.

### **How high off the ground will we be?**

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

- Zip lines 14 to 480 feet above the ground.
- Preparing to zip while standing on platforms as high as 15 feet above the ground.
- Zipping above, as well as within, the trees.

### **Can I watch if I am not participating?**

As a non-participating group member you will have a chance to watch your group complete the Demo and Ray's Ziplines at Ray's summit with the purchase of a \$15 Scenic Lift Ride pass. You may also upgrade your pass to ride Red's chair lift to Bearclaw for an additional \$5 where you will have views of the Bishop's Span. You may also ride a shuttle bus to our upper parking lot to watch riders complete the final Outlaw Span.

### **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 reads:

- Cancellation three or more days prior to scheduled tour, may reschedule or will be issued a refund\*
- Failure to arrive at your scheduled tour date and time forfeits all payment.
- One complimentary reschedule if more than 24-hour notice is given. There will be a \$10 rescheduling fee per person for each subsequent rescheduling.
- Rescheduling on the day of the tour is subject to a \$10 per person fee.
- No refunds can be given after the tour has been rescheduled.

\*All Cancellations are subject to a \$10 per person cancellation fee.

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.

Groups of 20 or more participants require seven days’ notice for full refund minus a 10% processing fee. Groups of 20 or more participants cancelling 6 days or less will not receive a refund and has lost all payment.

### **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. 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.

### **Do you have group rates?**

Yes. Pricing is dependent on the group size:

# Riders	2-Span (Maverick)	4-Span (Bearclaw)
1-19 Riders	\$69	\$99
20-49 Riders	\$64	\$94
50-100+ Riders	\$59	\$89

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.
- 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 [ziptour@sundance-utah.com](mailto:ziptour@sundance-utah.com).**