

Tour Information

PARTICIPANT REQUIREMENTS & TOUR RESTRICTIONS

The canopy tour at Smugglers' Notch, Vermont is designed for participants of average mobility and strength who are in reasonably good health. Due to the remoteness and nature of the tour, we reserve the right to refuse admission to any person or persons that for medical, safety, or any other reason.

Please review the following requirements. Failure to read, understand, and comply with the following requirements may result in a forfeiture of tour fare if the participant does not meet all requirements at time of the tour.

TOUR REQUIREMENTS

- All participants must agree to and sign a participant agreement. Participants under the age of 18 must have a signed agreement by a parent or legal guardian.
- Participants must be at least 8 years of age.
- Children under age 16 must be supervised by a parent or legal guardian on the tour. Children under age 11 are not allowed on the tour without a 1:1 ratio of parent to child. All children must be able to participate independently of the adult. In cases, where a 1:1 ratio of parent to child is not possible, it may be necessary to hire an additional guide. Please call 802-644-9300 to discuss this with the Course Manager.

- Participants must weigh between 70 and 250 pounds and be at least 48 inches in height and fit properly in to the safety equipment provided.
- Each participant must be physically able to control the speed of their travel along the zip lines by applying gentle downward pressure on the cable with leather gloves.
- Each participant must be able pull themselves along the zip cable a few feet in the event they lose momentum before reaching any given landing platform.
- There is a short nature walk during the tour on an unpaved trail at an incline. Each participant must be able to complete this walk.
- Participants must be able to understand and comply with instructions in English.
- Sturdy, closed toe shoes are required.

YOU CANNOT PARTICIPATE IN THE TOUR IF YOU:

- Are pregnant or think you might be pregnant
- Have recent or reoccurring neck, back, or musculo-skeletal injuries
- Have epilepsy or seizure disorders that do not permit you to drive
- Are under the influence of alcohol, illegal drugs or legal drugs that impair you in any way
- Suffer from a heart condition that may require immediate medical attention



For Reservations and Tour Information

GENERAL INQUIRIES: (802) 644-9300 | www.arbortrek.com | reservations@arbortrek.com
SMUGGS GUESTS: (800) 419-4615 | www.smuggs.com/canopy-tours | Stop by Guest Services
WELCOME CENTER: 1239 Edwards Road, Jeffersonville, VT 05464

ArborTrek is committed to helping make the canopy tour experience accessible to as many users as possible. While the nature of the tour requires certain restriction be assigned to protect the public, we are often able to accommodate individuals outside of these parameters with advanced notice and approval from the Course Manager. Please contact us with questions or special needs.

CANCELLATION & REFUNDS

When you book a tour, you are arranging for a program that requires us to reserve course space and equipment and to hire and train guides and support staff. When you cancel or reschedule, we often incur the same costs and may have turned people away. For this reason **we require 14 days notice for cancellations and rescheduling for groups of less than 8 and 30 days notice for cancellation and rescheduling for groups of 8 or more.** Participants who cancel a reservation for any reason with more than 14 days notice (30 days for groups of 8 or more) will receive a full refund less a 20% non-refundable booking deposit. Participants may make one date change outside of 14 days (30 days for groups of 8 or more) without fee. No refund will be provided with less than 14 days notice.

Participants should carefully review all zipline canopy tour restrictions prior to booking. In booking, participants acknowledge that the final screening process will take place at the canopy tour site upon arrival. Guides are authorized to deny any guest participation if they fail to meet any of the participation requirements. No refunds will be issued if participants are denied access to the course for failure to meet screening or participation requirements, choose to depart the course early, or are removed from the course for their inability to follow guide instructions or to participate safely.

BAD WEATHER POLICY

We operate the zipline canopy tour rain or shine. Rarely must canopy tours be cancelled due to inclement weather. During periods of electrical storms, heavy icing, or high winds, we will first delay the zip-line canopy tour. Cancellations are a last option. In the event that we must cancel a tour, we will provide you the option of a full refund or reschedule you. If you have questions about the weather, please call. We will only call if we know the tour you are scheduled on will definitely need to be cancelled or rescheduled.

Note: Some of the most memorable tours come during or after storms. Coming prepared helps ensure a positive experience in any weather.

TOUR PREPARATION CHECKLIST

The Canopy Tour takes 2.5 to 3.0 hours to complete. Most of this time is spent on the course which is located some distance from the Welcome Center and other facilities. Please arrive prepared to be outdoors for up to 3.0 hours as we run rain or shine.

Canopy Tours leave promptly at the scheduled time. We recommend arriving 15 minutes early. During the warmer months, yard games and picnic tables are available. Hiking trails depart from right next to the Welcome Center. In the winter, cross country ski access is available for Smugglers' Notch Resort Guests and Pass holders. For guests with children too young to participate, Smugglers' Notch offers award winning youth programs.

WHAT TO WEAR

Guests should come dressed for the weather and be prepared to be outside in the elements for the duration of the tour. We recommend wearing several layers as conditions on the course can change during the course of the tour.

Warm Weather (60°F or above): Long pants or long shorts, long-sleeved shirt or wind jacket, athletic shoes or light hiking boots, rain gear, and sunscreen.

Cool Weather (30°F to 60°F): Long underwear, turtleneck or long-sleeved shirt; long-sweatshirt, sweater or fleece jacket; long pants, light-weight jacket, athletic shoes or light hiking boots, light fleece or wool gloves, and rain gear.

Cold Weather (30°F and below): All cool weather gear plus a pair of insulated, waterproof boots, winter-weight jacket, ski pants, neck warmer, fleece or wool hat, ski goggles or wrap-around sun glasses with retainer strap.

CLOTHING NOTES

- We recommend long pants or longer shorts for comfort with the harnesses. Shirts should be long enough to tuck into pants to prevent the harness from rubbing on skin.
- Guests with long hair should bring a hair tie or clip to pull their hair back.
- Sun glasses or ski goggles are recommended during cold weather and on days where rain or snow is predicted. We recommend that all glasses be secured with a retainer strap.
- Gravity will do most of the work for us on the tour. Dress prepared for periods of inactivity.
- Guests must wear sturdy, closed-toe shoes or boots. Sandals, flip flops, slip-ons, and Crocs are not acceptable.

- ArborTrek cannot be responsible for lost or stolen goods on the tour. Please leave all valuables including jewelry at home.

WHAT TO BRING

- An adventurous spirit
- Cameras and video cameras with retaining straps are welcome on the tour. We do not recommend bringing cameras that do not have secure retaining straps as it is not always possible to retrieve dropped objects from below the tour.
- All sunscreen must be applied prior to the start of the tour and may not be reapplied once the harnesses and equipment have been put on.
- Necessary medications. We will be traveling through areas with limited access where medical help could be some time away. Please bring with you all medication that might be immediately necessary to prevent onset of a more serious condition including asthma inhalers, nitroglycerine pills, EpiPens, insulin, etc.
- Food, water, and snacks for before or after the tour. Picnic tables and field games are available at the Welcome Center during warmer months. You are welcome to hang out, enjoy the views, and watch others as they prepare for the tour.

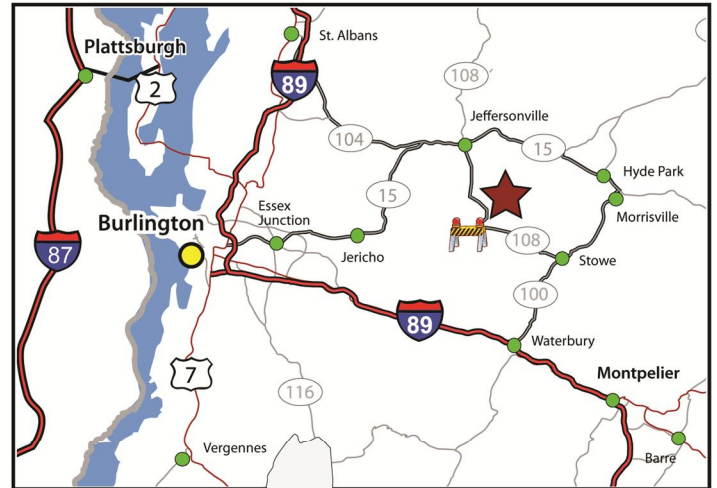
WHAT NOT TO BRING

- Cell phones are not permitted on the tour. Please leave them at home or in your car.
- Pets. No accommodations will be made for pets on the tour or at the ArborTrek Welcome Center. Please leave pets at home. The only exception to this policy is for trained leader dogs or animals. If you require the assistance of a leader dog or animal, we request you provide us advanced notice.
- Smoking and chewing tobacco, alcohol, or drugs are not allowed on the tour or on the grounds.
- Food and chewing gum are not allowed on the tour.

SPECTATORS

The canopy tour is located more than a mile from the Welcome Center and is not easily accessed by trail from our location. Guests who are not participating in the tour are welcome to stop by, but they will not be allowed to travel along on the ground below the tour. Other activities are available at Smugglers' Notch Resort and in the area for guests who prefer to remain on the ground. Guests traveling with children who are too young to participate in the tour are encouraged to contact Smugglers' Notch Resort about their award winning youth programs and camps.

MAP & DIRECTIONS



Site Address:

ArborTrek Canopy Adventures
1239 Edwards Road
Jeffersonville, VT 05464



The historic Smugglers' Notch Pass on Hwy 108 between Stowe and ArborTrek is closed from Mid-October to Mid-May for passenger vehicles and closed year round to motor coaches, motorhomes, and commercial vehicles.

From Smugglers' Notch Village: Turn right on Route 108S and drive for 0.6 miles. Turn right on Edwards Road. Drive 0.3 miles and turn right in to ArborTrek.

From Burlington: Follow 15 East to Jeffersonville. Turn right on Route 108S at Jeffersonville. Follow for 4.5 miles to Edwards Road on the left. Note: Edwards Road intersects with Route 108S twice. Turn left on the second Edwards Road. Drive 0.3 miles and turn right in to ArborTrek.

From 89 (Winter): Take Exit 10 (I-89) in Waterbury, VT. Follow Route 100N through Stowe to Morrisville. In Morrisville, pick up Route 15W through Johnson to Jeffersonville. In Jeffersonville, turn left on Route 108 South. Follow for 4.5 miles to Edwards Road on the left. Note: Edwards Road intersects with Route 108S twice. Turn left on the second Edwards Road. Drive 0.3 miles and turn right in to ArborTrek.

From 89 (Summer): Take Exit 10 (I-89) in Waterbury, VT. Follow Route 100N to Stowe. In Stowe, turn left on Route 108 North through Smugglers' Notch Pass to Edwards Road on the right, about 4.5 miles from the top of the pass. Drive 0.3 miles on Edwards Road and turn right in to ArborTrek.