

Attitash Mountain Resort ZipTour® Ziplines Frequently Asked Questions (FAQs)

Where are you located?

The **ZipTour® Ziplines** at Attitash Mountain Resort are located in the beautiful White Mountains of New Hampshire, in the Mount Washington Valley, in the town of Bartlett, NH.

What are ZipTour® Ziplines?

Attitash Mountain Resort's **ZipTour® Ziplines** are a series of 3 ziplines. The first zipline is designed for training, and is located in the Base Area near our Adventure Center at Attitash Mountain. Once trained, you will then travel by shuttle bus to the Bear Peak base area and ride up the Flying Bear chairlift to the panoramic summit of Bear Peak. From there you will walk a short distance to the loading platform of the longest single span zip line in the state of New Hampshire. The Flying Bear Zip Line descends over the valley between our two mountains and ends at mid mountain on the Attitash side. You will disconnect and walk 50 yards downhill and climb stairs to the loading platform of the Attitash Aerial Zip Line. This zipline will return you to the Attitash Mountain base area near where you started. There are two side-by-side lines on each zip, so that you can travel alongside another member of your party.

How long are the Ziplines?

The tour consists of 3 zips:

Zip Name	Length of Line	Vertical Drop	Height off Ground	Potential Speed
Demo Zip	135 Feet	10 Feet	8 Feet	6 mph
Flying Bear Zip	4969 Feet	895 Feet	250 Feet	65 mph +
Attitash Aerial Zip	2196 Feet	505 Feet	50 Feet	75 mph +

Do I need to make a reservation?

We highly recommend that you reserve your zipline tour in advance as there are a limited number of persons on each tour and tours can sell out on any given day. You can reserve by phone at 603-374-2665 / 800-223-7669 or online at www.attitash.com.

- Our reservation line voice mail is always available and calls will be returned promptly during operational hours, however, leaving a message does not ensure a reservation.
- You will need to pay the full amount at reservation time.
- There are no refunds if you miss your reserved time(s).

What time do I need to arrive?

It is imperative that you arrive ½ hour prior to your scheduled zipline tour. As the zipline tours can be sold out on any given day, it is important to be ready for the start of your adventure. If you arrive late and miss your session, or cancel on the day, there are no refunds. We will attempt to put you into a later time slot if available but there is no guarantee. Arriving on time allows for a relaxed start to your adventure. Factor in extra time for driving to Attitash Mountain Resort, parking, getting to the Adventure Center, completing the necessary paperwork, visiting our retail store and making use of our facilities.

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What should I wear?

The Attitash Mountain Resort **ZipTour® Ziplines** is an outdoor adventure with points above the tree line. You may experience cooler temperatures and stronger winds at the higher elevations. During the summer/warmer weather seasons, you should prepare for being in the sun and on remote locations on the mountain:

- Wear comfortable clothing that allows free movement. 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. No flip-flops.
- Be sure to hydrate before your adventure.
- Take precautions for being in the sun, such as applying sunscreen.
- You may also want to consider bug spray as a precaution.

During the fall/colder season, you will experience cold temperatures and be exposed to wind chills while zipping and during the 6 to 10 minute lift ride to the summit. Please dress appropriately:

- Dress in layers with wicking layers closest to the skin, insulating layer next, and a wind and water resistant outer layer.
- Closed toe, treaded shoes that will provide traction while walking on wooden decks, walkways and steps; metal staircases; and across dirt, mud, and/ or ice and snow.

****Please note:** Attitash Mountain Resort staff reserve the right to disallow the use of any personal equipment and refuse service to anyone who, at their sole discretion, should not participate in the zip line tour, for any reason.

Are there any age, height or weight restrictions?

Participants must be 10 years of age, weigh between 50 and 260 lbs. and must be a minimum of 48 inches tall and no taller than 82 inches. Guests between the ages of 10 and 15 (inclusive) must have a participating parent/guardian on the tour.

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 **ZipTour®** Trolley weighs approximately 18 lbs. and when not in use suspending you from the **ZipTour®** cable will be carried by you in a back pack. The **ZipTour®** takes approximately 1 - 2 hours to complete and you will be carrying/ wearing the back pack for the majority of the tour. This means you will carry it from the training area to the chairlift, you will carry it with 1 arm through the strap and the back pack on your lap for the chairlift ride to the top, and while you walk to and wait your turn to zip each line which includes climbing tall staircases.

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

NO, but you will need to be able to walk on rocky, uneven mountain trails upwards of ¼ mile and you will need to be able to climb and descend staircases. You must also be strong enough to

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pull down on the breaking system with both hands for an extended period of time in order to operate the trolley.

Can my son or daughter under 18 years old go through the ZipTour® Ziplines alone?

Yes and No:

- Ages 10 – 15 (inclusive) must be accompanied by a parent/guardian. A parent must sign the waiver online or in-person. Zipline 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 they will be on a separate line.
- Ages 16 – 17 (inclusive.): A parent must sign the waiver which can be found online or signed in-person.

Is there any paperwork to fill out?

Whenever you are about to have too much fun there is always 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. If a minor is coming to Attitash Mountain Resort without a parent/guardian, the liability release must be signed online or in-person.

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 a zipline. The camera must be stowed and secured safely and not interfere with the use of the **ZipTour®** trolley or harness, and to eliminate the risk of dropping equipment with guests and/ or employees on the ground below. GoPro's are available for rent in the Adventure Center on a first-come, first-served basis. Guests may keep the SD card.

Are there any storage or changing facilities?

We have storage available in the Adventure Center for any extra gear you need to store while you are on the tour. Restrooms are available for your convenience and privacy. We cannot be responsible for personal items left unattended or that are lost on the **ZipTour®**.

Is there a guide with you on the tour?

You will receive a safety briefing and training from our Tour Guides as you begin your adventure. Depending upon the business levels, your group (up to 15) will either be escorted by two guides through the tour OR you will meet your guides at each platform. Whichever scenario, you will be guided through the entire tour and will always have the opportunity to ask questions and/ or seek advice on completing this thrilling adventure.

**Please note: The guides reserve the right to remove guests from any of the courses if safety equipment and/ or procedures are not followed.

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How long does the tour take?

The tour can take approximately 1 - 2 hours to complete depending on wait times.

How high off the ground will we be?

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

Ziplines as high as 250 feet above the ground.

You will be climbing staircases as high as 10 feet above the ground.

You will be preparing to zip while standing on platforms as high as 20 feet above the ground.

You will be zipping above the trees as well as within the trees.

What if I decide during the tour that I do not want to continue, can I get a refund?

Sorry, there are no refunds at any time after you've purchased your ticket.

Is it safe?

Safety is paramount at Attitash Mountain Resort's **ZipTour®** Ziplines. The equipment is state of the art and the Guide Staff will provide training on the use of the equipment to keep the ride safe and FUN! We will guide you through the safety protocol, teach you how to use the safety equipment, and make you feel comfortable that you will be safe throughout the adventure. That said, Attitash Mountain Resort's **ZipTour®** Ziplines contain elements and activities that can be considered physically testing and/ or strenuous including but not limited to:

- Wearing a harness and carrying up to 18 lbs. of safety equipment
- Loading / unloading into and out of a shuttle van or bus
- Walking up to 500 yards across turf, dirt, mud, ice and/ or snow
- Loading, riding, and off-loading an aerial chairlift
- Climbing up and down significant staircases and walking on elevated walkways.

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 Zipline at the base of the mountain. You will also be able to watch the group members complete the last Zipline which returns the rider to the Attitash Base Area.

What happens in bad weather?

Attitash Mountain Resort's **ZipTour®** Ziplines will not operate in weather conditions which indicate lightning may be in close proximity or in sustained winds in excess of 30 mph. Our Adventure Center 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!

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What is your cancellation policy?

You can cancel your Attitash Mountain Resort **ZipTour®** by calling the reservation line at 800-223-7669. The policy reads:

- Cancellation 48 hours or more prior to Adventure - Full refund or reschedule
- Cancellation 24 to 47 hours prior to Adventure - You will be issued a “Courtesy Voucher” to use within a 1 year time frame from the date of your visit.

- Less than 24 hours or No call, No show - **Loss of full payment**

Please Note: Your reservation is not considered cancelled until you have written verification from an Attitash Mountain Resort **ZipTour®** reservationist.

Sometimes, unfortunately, we might need to close the Attitash Mountain Resort **ZipTour®** Ziplines for reasons beyond our control and 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. You will be issued a “Rain Check” to use within a 1 year time frame from the date of your visit. There are no refunds. Rain checks are transferable but all participants must meet the age, height, and weight requirements for the Attitash Mountain **ZipTour®**.

Can I do the course if I'm pregnant or have a pre-existing medical condition?

The staff at Attitash Mountain Resort’s **ZipTour®** Ziplines are not medically qualified and are not in a position to assess the capacity of participants with pre-existing medical conditions to ride the ziplines. It remains your responsibility to undertake such an assessment prior to taking the tour. We advise you to visit the resort prior to making your reservation. You may also wish to contact your doctor for further advice. We recommend that pregnant women do not take part in the zipline tour (as it is a series of robust ziplines and therefore are associated risks). However, we do not want to be discriminatory and ultimately the choice is yours. We are not medical experts and therefore suggest that you seek advice from your doctor on medical matters. If you decide to proceed, you do so with the full knowledge that the zipline tour may incur risks to an unborn child and may complicate preexisting medical conditions.

Can I bring my dog?

Dogs are welcome at Attitash 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 ziplines and dogs are not permitted on the lifts. During the Winter Sports season, dogs are not allowed on any snow surface.