

Epic Summer

Frequently Asked Questions

This document contains answers to the below frequently asked questions. Please contact your reservation agent if you have any further questions.

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How do I book?

Agents are standing by to help you book your Epic Summer holiday today. To book, please call us at +1.970.496.6555 or contact one of our preferred tour operating partners in your area. Please visit www.snowusa.com for a full list of our preferred partners.

Where is the nearest airport?

Denver International Airport (DEN) is the main international airport and is located approximately 1 ½ hours from Keystone. Colorado Mountain Express shuttle transportation will be offered for pick-up/drop-off to/from DIA Airport no additional cost. Arrangements for CME transportation can be made when booking your trip. CME vans will operate on their standard shuttle schedule. Please visit www.rideCME.com for schedules or visit the "Getting Here" page for more info.

What size accommodation is provided?

Parties of two to three people will stay in hotel room accommodations or may upgrade to an apartment for an additional cost of \$300USD. Parties of four to five people will stay in a two-bedroom apartment and parties of six to seven will stay in a three-bedroom apartment. Please contact our reservations agent for further questions or special requests.

What is the weather like in Colorado from June - September?

During the summer months of June through September, temperatures in the day average between 65 and 80 degrees Fahrenheit, and can dip down to 30 degrees Fahrenheit at night. In the summer, the weather is generally sunny and clear, with the occasional rain shower/thunderstorm. You should pack rain gear and warm clothing as the weather can change quickly at higher elevations.

What is the 'Child' age range?

In order to participate in the activities the Child age range is 6-12 years old. Select activities may have a higher minimum age in order to participate. Please contact our reservations agent for details.

What is the activity group size?

On average, there are ten guests to every one guide on each activity group.

Who else will be in our group?

If you are interested in being paired with other families of similar ages and interests, please provide the reservation agent with this information.



Is activity participation required?

No. You may choose not to participate in any of the offered activities. Please note that there will not be a refund for any unattended activities.

How difficult are the activities?

While this adventure vacation is not intended to be strenuous, you will be at altitudes of between 6,000 and 12,500 feet. Individuals adapt to higher elevations in different ways regardless of physical condition and if you feel unwell you should notify your Epic Summer Guide immediately. This adventure includes rafting, horseback riding, gondola rides and hiking that consists of a steady uphill ascent with an approximate 500' + elevation gain (and loss on the descent). Walking and hiking will sometimes be on a surface of packed dirt with occasional loose stones and exposed tree roots. Guests should feel comfortable spending time exploring the outdoors. Guests wishing to engage in all of the activities available to them can expect that a moderate amount of stamina is needed in order to get the most of your holiday. As with any physical activity we encourage you to consult with your physician prior to participation.

Are there restrictions on activity participation?

For the safety of our guests and staff there may be restrictions for select activities depending on minimum age, weight and height fitness level and ability to participate. Please contact our reservations agent for details on these requirements.

How will groups travel between activities?

Your group guide will provide shuttle transport in a comfortable 15 passenger van.

Will water & snacks be provided during activities?

Yes. Your guide will provide and distribute water & snacks for the group. Please let your guide know in advance if you have any special food needs.

Can individual dietary needs be accommodated?

We will do our best to accommodate special dietary needs. Please contact our reservation agent in advance of your departure to advise us of your individual dietary needs. Additional charges may apply.

Are beverages included with meals?

Yes. Non-alcoholic beverages for adults and children's beverages will be included in the daily meals. Alcoholic beverages may be available for purchase at some of the locations.

What is the deposit & cancellation policy?

The deposit for the seven-day/six-night itinerary will be \$150USD per person. The deposit for the four-day/three-night itinerary will be \$100USD per person. Deposit is non-refundable at time of booking. Final balance due 21 days prior to arrival and entire amount becomes non-refundable.

How will the carbon offset work?

For each guest, Vail Resorts will offset the related greenhouse gas impacts associated with lodging and transportation for the duration of their vacation package. This contribution will go to support the expansion of renewable energy technologies such as wind and solar within the United States.

Is there a supplement rate for guests traveling alone?

The single supplement rate is \$300 USD per day.

Are tips/gratuities included in the package rate?

Yes. The standard gratuity in the USA is 10-20%. All meal and guide gratuities are included in the package rate.

What personal information do I need to provide Epic Summer with?

Our reservations agent will contact you prior to your trip to request additional general information to assist us in accommodating your needs and preferences. If you have specific questions about the trip please contact our reservations department at your convenience.

