

Mustang 
Powder

Guest Information

We look forward to having you come to Mustang Powder Lodge this winter.

Our goal is to provide enthusiastic powder skiers and snowboarders with a fun and exciting holiday in untracked powder. The Monashee Mountains are located in the heart of British Columbia's interior snow belt and provide a blend of alpine and glaciated terrain, as well as some of the best steep tree skiing through old growth forests.

With approximately 125 square kilometers (about 32,000 acres), we have one of the largest cat skiing operations in the industry. Each summer we do some gladding to open new lines as well as add new cat roads to make them more efficient so we can ski even more each day.

Mustang Lodge is a magnificent large timber frame structure located at 1740 m (5700 ft) elevation with an impressive view of peaks and glaciers to the east. The central location of the lodge allows efficient use of the expansive ski area. Check our [website](#) to see the map of the Mustang Powder ski area as well as photos of Mustang Lodge.

Mustang Powder is located on the western side of the Monashee Mountains, ensuring us of tremendous amounts of light powder snow. In fact, the record for the highest snowfall ever recorded in Canada was on Mt. Copeland, a mountain adjacent to Mustang Powder.

Please be sure to check our new [website](#) prior to arriving for your trip. We post any important guest news there. We will also post the daily weather and snowpack conditions on the home page starting in late November. If you're interested in picking up a 2nd trip we list our last minute availability and seat sales on our web site as well. You can also contact our office and ask to be put on the Last Minute list.

This season, due to COVID, we will have lots of procedures to minimize the chance of a spread of this disease – both at the lodge and during the ski day. We will do everything within our power to provide you with a holiday that is safe and fun.

Please read our COVID Cancellation Policy located later in this booklet.

Please plan to arrive at our [meeting spot](#), 44 km West of Revelstoke at the designated time on the day prior to the first day of your trip.

All guests are transported to the lodge by helicopter. Please be aware that we have a baggage limit of 35 lbs plus skis. This weight limit includes ski/snowboard boots. We have a large selection of wine, beer & spirits so no need to take up space transporting your own in. Please respect this weight limit.

Guests Registration is now online through our Guest Portal. This portal allows you to log in to our system, fill out your registration details including emergency contact, dietary requirements, and medical information. Group organizers should ensure that all your group members have received this information booklet and [link to the portal](#).

For your safety, all our lead guides are either UIAGM, ACMG or CSGA certified. However, all the risks of backcountry skiing cannot be completely eliminated. You are obliged to accept this fact by signing a Waiver, Release from Liability and Assumption of Risks before you head out skiing on your first day. A sample copy of this form has been included in this booklet. Please read it carefully before you arrive.

Mustang Powder Lodge is a member of HeliCat Canada, Canada West Ski Areas Association & the Canadian Avalanche Association.

We are anticipating another great ski season up at Mustang Powder Lodge. We look forward to seeing our returning guests again and meeting those of you who are coming to ski with us for the first time.

**Nick and Ali Holmes-Smith,
Mustang Powder Lodge Inc.**



Photo: Daniel Rönnbäck



Photo: Brad White

FREQUENTLY ASKED QUESTIONS

What type of skier should you be?

Guests must be, at minimum, strong intermediate skiers capable of dealing with deep powder snow in the backcountry. A visit to Mustang Powder will usually entail skiing both open bowls and steep tree runs. Powder skis make skiing deep snow much easier for any skier; however, you will still need a certain level of expertise. Please be aware that even in the regular program our policy at Mustang is to cater to the strong, keen skiers and boarders. You should be an expert skier, and at a minimum a very strong intermediate. The less skilled or less fit guests may be asked to sit out some of the steeper runs and/or take some rest breaks by riding down in the front of the snowcat with the driver. All boarders and telemarkers **MUST** be experts, and very fit.

How many runs do we ski per day?

We normally ski 10 to 16 runs per day. On the first day of your ski holiday you will likely ski approximately 14,000 to 20,000 vertical feet (due to the morning safety briefing and beacon search). On subsequent days you will typically ski between 17,000 and 24,000 vertical feet. At Mustang we are all about giving you absolutely as much skiing each day as possible. Less fit guests are encouraged to pace themselves and sit out some runs by riding down in the front of the cat with the driver.

What part of the winter has the best skiing?

We receive nearly the same amount of snow during all the winter months of December to March. December and January are obviously the coldest periods. March and early April are snowy and unsettled with longer daylight hours – meaning long days of great skiing. Rain is very rare in the northern Monashees during the winter months.

In December and January you can expect the daytime temperatures to be in the -5 to -15 Celsius range (5 to 23 degrees Fahrenheit); in February and March you can expect 0 to -10 Celsius (14 to 32 degrees Fahrenheit). However, prior to mid-February we can potentially get brief periods of very cold arctic air with temperatures in the range of -20 to -30 Celsius (-4 to -22 degrees Fahrenheit).

There is no 'best' time to come skiing. The northern Monashees are arguably the best location in the world for consistently great snow conditions. Well over 90% of the time you will encounter good or excellent snow and weather conditions. Occasionally, due to warm weather and/or rain, the conditions are poor. Our policy is to ski and try to have fun no matter what the conditions. Please accept the fact that we cannot control the weather, and no refunds or rain checks will be given for bad weather or snow conditions.

What is the percentage of Alpine vs. Tree Skiing?

Our terrain at Mustang contains large amounts of both alpine and treed runs. If the weather is clear and the visibility good, we are almost always at tree-line and above in the alpine. If it is snowing and cloudy, we usually drop-off at treeline and ski down through the Monashee forests. Over a whole season we typically would ski half the time in the alpine, and half in the trees.

What about snowboarders & telemark skiers?

We welcome everyone to come and enjoy our powder. While very strong intermediate ability will suffice for skiers, snowboarders and telemark skiers **MUST** be experts and able to handle all backcountry conditions including very steep treed terrain. Our guides do their best to accommodate all our guests. There will, however, be times when traversing and even climbing uphill, will be necessary. Collapsible poles that can be stored in a small pack are recommended for snowboarders. We do not provide snowboard/splitboard rentals. Please contact [Revelstoke Powder Rentals](#) for all your snowboard/ splitboard needs.

What is the accommodation like?

Mustang Powder Lodge is very large and comfortable. The main living and dining area are Douglas fir timber frame construction with pine on the interior walls giving this area a warm and comfortable atmosphere.

The high elevation of the lodge (1740m / 5750 ft.) offers spectacular views from the lounge, dining room and many of the bedrooms. The majority of our guest bedrooms are designed for two people and all include a full private bathroom. We also have some single guest bedrooms available. Some of these rooms share a bathroom with one other single room, while some have a private bathroom. If you are interested in a private room, please let us know early. We will try our best to accommodate all requests however sometimes in the case of uneven group numbers preference will be given to guests who would otherwise have to share a room with someone outside of their group.



Photo: Kevin Arnold

And the food?

Mustang Lodge is very fortunate to have both of our outstanding chefs, Rick and Tommy, returning this year. Each evening they prepare exceptional gourmet dinners. We use premium local ingredients like wild B.C. salmon and organically raised lamb and bison.

To complement the cuisine, our fully licensed lounge serves a LARGE selection of award-winning British Columbian wines - we have about 100 choices on our wine list! In the morning we serve a selection of hot and cold breakfasts.

Lunches are made by the guests in the morning – so you can pack exactly what you like to eat. The lunch buffet includes a wide variety of freshly baked bread and sandwich fillings as well as fresh fruit, tasty salads, and pastries. All our baked goods are made daily on the mountain. To allow more time for skiing, lunch is eaten in the snowcat between runs. For après ski there is always a delicious appetizer prepared to tide you over until dinner is served.

Please note, during our 2020/2021 season, due to COVID, there will be no breakfast or lunch buffets. All meals will be served to you by our staff.



What if I have special dietary requirements?

Our chefs can accommodate any special dietary requirements or food allergies. Please follow this [link](#) to access our online guest portal at least two weeks prior to your trip to inform us of your dietary needs and we will ensure that we have your requirements addressed.

Does the Lodge have internet access?

Mustang Powder Lodge has wireless routers to cover the majority of the lodge and guest bedrooms. We recommend that you leave your work at home and enjoy your vacation, but if you do need to stay in touch bring your laptop computer and you will be able to connect to the outside world. We do not have computers available for guests to use. Cell service is not available at our lodge. There is a satellite phone available for guests to use at the lodge. The price on this is \$1.00/minute to call anywhere in North America. Please know that the wireless at the lodge is slower than you are likely used to in civilization.

Is there cell phone coverage at the Lodge?

No. There is no cell phone coverage at the lodge. Cell phones are actually banned from the lounge / bar / dining room area after skiing. In today's world everyone is addicted to their phone and we want to give people a break from them. If you must feed your addiction, please do it in your room so that when you are in the common areas you can be social and not just staring at your phone.

What other amenities does the Lodge offer?

We have a full-time massage therapist to look after you when you return from your day of skiing. Massages are available for ½ hour or 1-hour sessions.

We also have a large outdoor rooftop hot tub with an outstanding view of the picturesque mountains and glaciers to the east. After skiing, relax in the tub and watch for the alpenglow on the peaks as the sun goes down. There is also a sauna on the back deck of the guest wing. Our retail shop contains a variety of high-quality ski wear, including jackets, fleece pullovers, base layers, toques, goggles and gloves as well as a selection of stylish casual wear for men and women.

For this season however, due to COVID, we will NOT be offering massages. Furthermore, our sauna will be closed. The hot tub will be open since it is large and outside. We will be limiting the number of people who can use it at one time – and will likely have a booking schedule for those who like hot tubs.

Can I bring my own beer and wine?

Our fully licensed lounge serves 6 beers on tap as well as a full range of spirits. We also stock a wide variety of award-winning British Columbian wines. Please do not bring beer with you since it is heavy and often breaks on the trip up (usually on someone else's luggage!). We do not recommend guests bring in their own liquor, but if you do you will be charged a corkage fee of \$30.00 per bottle of wine and \$40.00 per bottle of spirits. Please also keep in mind that you can only bring a total 35 lbs of luggage on the helicopter and any booze you bring is included in this weight (and we are fully stocked, so you don't need to waste the weight!). Furthermore, we do not mark up our booze to ridiculous prices – meaning, don't bring your own booze – drink ours.

What about Ski Rentals?

We have a large selection of powder skis from Armada, Black Crows, Volkl, Blizzard and K2. Our selection of powder skis range in length from 150 cm up to 195 cm. You can browse our ski selection [here](#). We do not rent snowboards or splitboards. If you are in need of a powder board please contact [Revelstoke Powder Rentals](#) in Revelstoke, BC.

Rental skis are available for guests at a cost of \$35/day. Poles are available for everyone free of charge – so whether you are renting or not, do not bring ski poles. Bring your own ski boots and take them as carry-on luggage if you travel by plane. Please make sure ski boots are in a bag of some sort. Loose boots can get wet on the trip up to the lodge. If you have any sort of fat skis, we encourage you to bring them and use them but we discourage the use of skinny skis because they are just not as much fun. There is no need to book rental skis ahead of time. Upon your arrival at the lodge you may fill out a rental form and come to the ski room to discuss what type of skis you want to use.

What if I have ski touring boots, can I still rent skis?

Yes. A selection of our rental skis have Tyrolia Adrenaline bindings that have adjustable toe heights and are compatible with touring boots. Please be advised that our Small Groups, Steep Chutes program does have priority on these skis, so your selection may be slightly limited, but there should still be lots to choose from.

How much luggage can I bring if I'm flying in?

You MUST pack light: Each guest will have a 35 lb. limit (this includes ski boots!). You should use a soft duffel style bag (no stiff bags) in order for it to pack easily into the helicopter. A medium or large duffel, half filled, is ideal since it can be flexible when loading. Your ski boots (or snowboard boots) can be in a separate bag (but not loose). The total of both bags must be under the 35 lb. limit. Please bring only one set of skis/snowboard loose – NOT in a ski bag (your skis are not included in your 35 lb. limit. Do NOT bring ski poles, these will be supplied free of charge to all guests. Please weigh your luggage at home – the 35 lb. limit is super important! We will weigh you and your luggage and if you're over the 35 lb. limit we will ask you to repack and leave some gear behind in your vehicle. Any booze must be in your luggage and will be included in your 35 lb. allotment. (but you don't need to bring booze - we are well stocked!)





What should I bring?

- A face mask or masks, for your personal use during your holiday when social distancing is not possible
- Ski clothes that are suitable for all conditions and temperatures.
- Casual clothes and slippers for the lodge
- Bathing suit for the hot tub
- Ski Boots – we recommend that you take them on the airplane with you as carry-on luggage. Do not carry them loose –make sure they are in a boot bag.
- Powder skis if you own them, otherwise you are welcome to rent ours. Ski poles are provided for guests.
- Please DO NOT have your skis in a ski-bag, if you do, you will be asked to pull them out at the meeting spot.
- All guests are provided with an avalanche transceiver, an avalanche airbag with a shovel and probe, as well as a radio, so there is no need to bring your own pack.
- Waterproof winter boots for the trip up to the lodge. Have them ready to put on at the meeting spot.
- Flashlight (headlamp is best). Have it ready when you arrive at our trailhead parking lot - it is dark and remote (in the case of a cat / bus transfer).
- Bring 35 lbs. of luggage – no more!
- Don't bring booze!

What if I am unable to come on my trip?

Your trip is non-refundable. However, we are often able to fill your spot with another guest. See the last part of this booklet for details on our cancellation policy. We recommend guests purchase trip cancellation insurance.

SMALL GROUPS, STEEP CHUTES

Our [Small Groups, Steep Chutes](#) program has taken cat skiing to a new level. This program is aimed at giving strong and keen expert skiers and boarders the challenging terrain that they love. With only six guests and two guides it is a nimble group that is able to move fast and ski hard. Touring bindings and climbing skins will be carried since this program will sometimes include some climbing from the drop offs up to the entrance of runs.

If you do not have your own touring gear, a selection of our powder skis have Tyrolia Adrenalin bindings which have touring capabilities. Rental of these skis and skins is \$50.00 / day. Please ensure that you are fit and are physically ready for this holiday. There won't be a great deal of climbing, but there will be tons of skiing. This is the ultimate cat skiing experience and is aimed at fit people who want to ski a lot of runs each day. For splitboard rentals, please contact [Revelstoke Powder Rentals](#).



PRIVATE CATS

About fifteen years ago some heli-skiing companies began using smaller helicopters to cater to small private groups, thus revolutionizing that industry. Mustang Powder is now utilizing this concept in catskiing. It started ten years ago with the introduction of our Small Groups, Steep Chutes program, and now continues with our [Private Cat](#) program.

- Groups will be able to travel through the terrain faster and smoother.
- Loading and unloading the cat will be quicker and easier.
- Groups will be able to ski more runs in a day.
- Guides will be better able to tailor the ski day to the group's ability.
- It is much easier to organize a group of six than a group of twelve.

The lodge experience for the Private Group guests will be the same as for the large cat guests – with double or single occupancy.

Holten Heritage House Bed & Breakfast

We own and operate the Holten Heritage House Bed and Breakfast in Revelstoke B.C. The Holten Heritage House is an elegant, old mansion built in 1897 by the Holten family. Over the years it has been the place where the rich and famous have stayed when they've gone through town – King Edward VIII in the early 20th century and more recently by famous celebrities.

It has been beautifully maintained and updated, while retaining its historic charm. It is located a ten-minute walk from downtown Revelstoke, which offers many great dining options. Kathleen & Dean operate it and will be offering our guests friendly hospitality this winter.

All of our Mustang Powder guests receive a 10% discount on ski and stay packages with lift tickets to Revelstoke Mountain Resort. Go to our B & B web site at www.holtenbedandbreakfast.ca for more information and details.

The Holten Heritage House is located at 1221 First Street West, Revelstoke, BC. To book, call 1-866-837-4665 or 250-837-2801 or email Kathleen at info@holtenbedandbreakfast.ca.

Revelstoke Mountain Resort is arguably one of the best ski resorts in British Columbia. It offers the highest vertical drop in North America and is located in an area famous for lots of dry powder. The resort is just 40 minutes from our trailhead and is a logical place to do a day or two warm-up prior to your cat skiing holiday.

For more information about the resort, go to their website: www.revelstokemountainresort.com.

Please be advised that there are avalanche paths between Revelstoke and our meeting spot, and this section of highway can be closed for avalanche control work. It is your responsibility to be at the meeting spot on time, so please keep an eye on drivebc.ca for updates on road closures.



TRIP SCHEDULE

Mustang Powder Lodge is located North of the Trans-Canada Highway, between Sicamous and Revelstoke. We mainly run three-day and four-day trips. For all trips, you will arrive the afternoon prior to the first day of your ski holiday. Our meeting spot is on Avoca West Road (called Perry River Rd on Google Maps), just West of the Perry River and the burnt down Skyline gas station. For a Google Maps link, click [here](#). To get directions click on W Avoca Rd, then click the arrow on the box that pops up and then enter your starting point.

Meet and Transport to Lodge

Guests should arrive at the meeting spot at their designated meeting time. Arrival times for your trip will be between 2:15PM – 4:30PM (PST), please make your travel plans with that window in mind. Your specific arrival time will be confirmed and sent out in November, once helicopter protocols and schedules have been set. Arrival is on the day prior to your first day of skiing. If you have been delayed and are going to arrive late, please call us directly at 1-888-884-4666 and we will make alternative plans for getting you to the lodge. We ask guests to please refrain from excessive drinking prior to your arrival at the ski lodge.

What to expect when you arrive

Please arrive at, or prior to your designated meeting time. Please remember that you need to arrive at our meeting spot on the DAY PRIOR to your first day of skiing

Upon arrival, drive your vehicle to the trailer and drop off your luggage and skis with a staff member at the “Mustang Helicopter Luggage Drop-Off” sign.

Remember you have a 35 lb luggage (this includes boots!) limit plus your skis or snowboard.

After dropping off your luggage/skis, you will be instructed where to park your vehicle. Once you park your vehicle, go inside the new staging area building to watch the Helicopter Safety video. A staff member will call you out to the Landing Zone when it is time for your flight. For the flight, you must be dressed in warm winter clothes and waterproof, tall winter boots.

If bad weather prevents the helicopter from flying, you will need to arrive at the meeting spot at 3:00 pm PT to take the bus and cat into the lodge. The bus will leave the meeting spot at 3:45 PT. You will receive an email on your arrival day which will let you know what type of transfer you will be taking to the lodge.

Please note that the helicopter will cost \$120 per person, each way. Since the flight is weather dependent, it will be paid directly to Glacier Helicopters after your trip once we know if you were able to fly into and out of the lodge.

This season, due to COVID, we will have a more comprehensive set of procedures at the Mustang Meeting spot. Once we are closer to winter we will be in touch and give you an update of what to expect.

Breakfast

You will be woken up at 7:00 am to coffee in bed followed by a full hot and cold breakfast in the dining room. The lunch buffet is set out early and guests can make their lunches either before or after eating breakfast. Due to COVID, there will be a new lunch program – and we will announce it to you on your first evening.

Safety Briefing and Snowcat Orientation

Prior to skiing on your first day, all guests are required to sign a Waiver, Release from Liability and Assumption of Risks. A copy of the waiver can be found in this booklet or downloaded from our website on the [Guest Downloads & Links](#) page. Please make sure to read though it prior to your arrival at the lodge. You will still need to sign a copy at the lodge, witnessed by one of our guides. The guides will give you a safety briefing and training session followed by an avalanche transceiver search practice. We will also discuss safety in and around the snowcat.

Let's Go Skiing

On the first morning, we will depart from the lodge at approximately 10:00 AM; on subsequent days, the cats will leave the lodge at about 8:30 AM. Lunch is eaten in the snow cat between runs. We return from skiing between 4:15 and 5:15 pm (depending on the time of year). We often ski right back to the lodge as our last run of the day. Due to COVID, lunch this season will be eaten outside of the snowcat cabs.

At Mustang Lodge, until the time change on March 14th, we operate on 'Mountain time' in order to optimize the daylight hours and lengthen the ski day. Our philosophy is to give guests as much skiing as possible each day. The less ambitious skiers can sit out some runs if they are feeling tired.

During the ski day you must always give your full attention to your guide's instructions. Skiing within the parameters set by your guide is the best way to prevent injury or incident. Carefully following all of the guide's instructions also builds their trust in you and gives them the confidence to take you into more interesting terrain.

Après Ski

After skiing, appetizers are served in the lounge. Guests can then have a soak in our large outdoor rooftop hot tub, relax in our sauna, enjoy a massage, or play a game of billiards before dinner. Our bar has a large selection of the finest BC wines, 6 different beers on tap, as well as a full selection of spirits. Dinner is a four-course gourmet meal prepared by our excellent chefs.

This year, due to COVID, the sauna, massage and the billiards table will not be available for use.

Last Day of Skiing

We will have you pack your gear and clear out of your room first thing in the morning, so that we can ski as late as possible. We will ski until about 4:00 PM and then you will be transported out from the lodge.



TRAVEL TIPS



Directions to Malakwa

From the Kelowna Airport, guests should drive north on Highway 97 through Vernon to Sicamous. At Sicamous, you will turn right (east) onto Highway 1. From there, travel 28 km. (17 miles) to our meeting spot. It's approximately two hours driving time from the Kelowna Airport. Guests driving from the east will travel 44 km. (27 miles) west of Revelstoke to our meeting spot. From Seattle or Vancouver, we recommend traveling Highway 5 (Coquihalla) to Kamloops, then east through Sicamous on Highway 1.

All of these routes are major highways and conditions are generally good, however, being mountain roads, they can have avalanche closures. Current conditions can be found on www.drivebc.ca. Directions can be downloaded from our website on the [Guests Downloads & Links](#) page.

Directions to our Meeting spot

Coming from the East (Revelstoke): Turn north (right) off Highway 1 onto Avoca West Rd. It's about 44 km West of Revelstoke. About 2 km after Crazy Creek, the highway becomes 4 lanes. Shortly after this you'll go across a bridge and then about 500 m past the old burnt down gas station, you'll see the turn off for Avoca West Rd. on the right.

Coming from the West (Sicamous, Kelowna, etc): Turn north (left) off Highway 1 onto Avoca West Rd. It's about 28 km East of Sicamous. Shortly after the 'Last Spike' at Craigellachie, the highway becomes 4 lanes. You'll see a blue sign that says, 'Mustang Powder Cat Skiing'. About 300 m later, you'll see the turn off for Avoca West Rd. on the left.

Once off the highway, go straight (don't turn left or right on frontage roads), follow the road for 300 meters and you will see a Mustang Powder sign. Turn right here and head to the waiting room to drop your gear off and get further instructions.

To get directions on Google Maps follow this [LINK](#). Once your browser window opens, click on the map where it says, "W Avoca Rd" (it may take two clicks). A little white box will open at the bottom of the browser, click the blue arrow, and then enter your starting location.

Traveling time by car to Mustang Powder:

From:

Kelowna	158 km	98 miles	2 hours
Calgary	452 km	281 miles	6 hours
Vancouver	518 km	322 miles	6.5 hours
Spokane	465 km	289 miles	8 hours
Seattle	634 km	394 miles	7.5 hours

Fly and Drive?

Unless you are going to ski at resorts along the way, we discourage flying to Spokane, Vancouver or Calgary and then driving to Mustang Powder. Flying to Kelowna is the best plan. Due to the potential for delayed planes, lost luggage, avalanche road closure etc. we advise all of our guests to arrive in the area a day or two early and go skiing at one of the local resorts. Please be advised that the road between Calgary and our meeting spot is periodically closed for avalanche control work. Refunds cannot be given to guests who fail to arrive at our meeting spot in time for the heli ride, or bus and snowcat ride to the lodge.

We now have 110 v. Plug ins in our parking lot - so drivers of Tesla's and other electric vehicles can slowly re-charge their vehicles during their 3 or 4 day ski holiday. Bring your own electric cord with a regular 110 v plug in.

Travel by Plane

We advise guests to fly into Kelowna (YLW).

Flying to Kelowna, BC

If you fly into Kelowna (YLW), you should arrive at least 3 hours before your meeting time on the day of your transfer to the lodge (ie. the day before you ski holiday starts).

If you live in Canada or overseas, you should fly to Kelowna via Vancouver, Calgary, or

Toronto. Contact the following Airlines:

Air Canada Toll free 1-888-247-2262

West Jet Toll free 1-800-937-8538

If you live in the USA, then flying via Seattle will probably be best. Contact Alaska / Horizon Air Toll free 1-800-252-7522. Don't fly to Spokane and drive - or you will subject yourself to two extra days of driving on miserable circuitous roads! Just don't do it.

To ensure that your boots arrive with you, it is recommended that you carry them as hand luggage when traveling by airplane.

If you are in a group of two or more people, renting a car is probably the most economical way to travel to the meeting spot. Budget offers our guests a discount, use BCD# X381456 when booking either online at www.budget.ca or by calling 1-800-268-8900.

Other options include:

National 1-800-227-7368

Hertz 1-800-263-0600

Avis (250) 491-9500

For more information or to book flights please go to the 'Getting to Revelstoke' page on the [See Revelstoke](#) website.

Shuttle Service by Van

Whether you are travelling alone or in a group, these services may be useful:

Wandering Wheels offers charter shuttles with very flexible timing from Revelstoke or Kelowna. To book, email info@wanderingwheels.ca.

Okanagan Limousine offers private transfers for up to 10 people. Pricing can be downloaded from our website on the [Guest Downloads & Links](#) page. For more information or to book, email oklimo@live.ca, call 250.717.5466 or check out their website www.ok-limo.com.

Everything Revelstoke runs scheduled shuttles from Revelstoke or Kelowna. The schedule & pricing can be found on their website everythingrevelstoke.com/transport/schedule-pricing/. For more information or to book, email info@everythingrevelstoke.com or call 1 888-569-1969.

Shuttle Service by Helicopter

Glacier Helicopters is now offering heli transfers to the lodge from Kelowna. The cost is \$800/person based on 5 people with 50lbs of luggage per person. Please contact Glacier directly to book by email at: flights@glacierhelicopters.ca or call (250) 837-9569.

Glacier Helicopters also offers transfers from Kamloops, Calgary or Golden, please contact them directly for pricing.

Traveling Home

We HIGHLY recommend booking a flight out for the following morning. Do not plan your ski trip on too tight a schedule. Winter weather can cause delays on planes, roads and occasionally, getting to and from our trailhead and lodge. Therefore, it is unwise to have a schedule that relies on timing working out perfectly. The new airport security measures for guests traveling outside of Canada require arrival two hours prior to departure. We are not able to transport guests from the lodge early to accommodate flight schedules.

The Best Western Plus Kelowna Hotel & Suites offers Mustang Powder's guests a rate of \$120.00 per night for standard rooms. This rate is based on single or double occupancy, maximum of 4 people per room, additional charge of \$15.00 per additional adult (3rd & 4th). Rate includes breakfast with gluten free options. Shuttle service to the airport can be arranged by the hotel 48hrs in advance. To book, call 1-250-860-1212 or 1-888-860-1212 and ask for the Mustang Powder rate. The Best Western's web site is www.bestwesternkelownahotel.com.

The Four Points Hotel located adjacent to the Kelowna airport, also offers Mustang Powder's guests discounted rates throughout the season, please see their rates calendar below. The Four Points' website is <https://www.marriott.com/hotels/travel/ylwfp-four-points-kelowna-airport/?scid=bb1a189a-fec3-4d19-a255-54ba596febe2>.

Start Date	End Date	Room Type	Single / Double	Triple	Quadruple
Nov 1, 2020	April 30, 2021	Traditional (Kings, Two Queens)	\$161	\$201	\$221
		Suites	+\$50/night based upon availability		

Other options for overnight accommodation include:

Journey Inn, Vernon Local 1-250-545-2161

Best Western, Sicamous Local 1-250-836-4117 or Toll free 1-800-485-7698

Resort Skiing Before or After Your Trip

Many of our guests enjoy doing a day or more resort skiing locally prior to or after cat skiing with us. There are a few options to choose from:

Revelstoke Mountain Resort in Revelstoke B.C.

Revelstoke Mountain Resort is quickly becoming known as the best resort around. It boasts the largest vertical drop in North America. For more information check out their website www.revelstokemountainresort.com.

We offer all of our guests a 10% discount on ski and stay package at our Holten Heritage House Bed and Breakfast located in Revelstoke. To book call 1-866-837-4665, 250-837-2801 or email Kathleen at info@holtenbedandbreakfast.ca.

Please be advised that there are avalanche paths between Revelstoke and our meeting spot, and this section of highway can be closed for avalanche control work. It is your responsibility to be at the meeting spot on time, so please keep an eye on drivebc.ca for updates on road closures.

Silver Star Resort in Vernon, BC

Silver Star Resort is the most conveniently located on your way from Kelowna airport since it is only a one hour drive from the airport and 90 minutes from our meeting spot. Silver Star is best known for its dry, feather light champagne powder snow and has an excellent mix of terrain featuring groomed or gnarly and steep. For more information visit their website www.skisilverstar.com or call 1-800-663-4431.

Big White Ski Resort in Kelowna, BC

Big White Ski Resort is another option. It's located one hour from the Kelowna Airport (although in the opposite direction from our meeting spot). It's a family friendly option with great groomed and off-piste runs. For more information visit their website www.bigwhite.com or call 1-800-663-2772.



RESERVATIONS AND BOOKING INFORMATION

To Book A Ski Holiday:

Toll free (North America) 1-888-884-4666 Local 250-679-8125 Fax 250-679-2999 Email: info@mustangpowder.com. A 25% deposit is required at the time of booking. Trips booked after October 8, 2020 are payable in full at the time of booking.

At Mustang Powder, our ski season starts December 1st, and we keep skiing right through until April 5th. December and early January are statistically the coldest and often the snowiest months of the winter. This is a formula for deep, super-dry snow conditions. In late March and early April, winter and spring weather collide and we get into a stormy, unsettled weather pattern which results in lots of fresh dumps of snow with short, clear periods in-between. There is the possibility of warmer temperatures and spring-like snow conditions later in the season, however, this is not the norm and we have a large high-alpine area and lots of North facing terrain, if it happens to be the case.

Stand-by Rates

Stand-by rates at discounted prices may become available throughout the season, due to last minute cancellations. Please email us at info@mustangpowder.com to be added to our last-minute list.

Payments

Full payment is due and payable prior to October 8th. Payment options include:

Online payment can be done by clicking the blue 'Pay with Flywire' button on your invoice to follow the link, entering your information and choosing your payment method (Online Banking, Bank Transfer or Credit Card).

Not only is paying through Flywire convenient, but they are a leading provider of Global Payment Solutions. So for those of you that live outside of Canada, you are able to pay by either bank transfer (with a Best Price Guarantee) or by credit card in your home currency with good exchange rates for most guests.

You can send an e-mail transfer from Canadian banks to: info@mustangpowder.com

Or you can send a cheque by mail to:

Mustang Powder
3033 Chase Falkland Rd.
Chase, BC V0E 1M1

Please identify all payments clearly with your name and address. Payments in US funds will be credited to your account at the current bank rate. Please be aware that the Canadian mail is notoriously slow and mail from the US can take as long as three weeks to arrive.

Balances not paid by October 8 will incur a 1% late fee, with an additional 1% charge added each month until final payment is made.

Expenses at Mustang Powder Lodge

While you are at the lodge a tab will be run for rental skis, massages, liquor, merchandise, use of the satellite phone, and a deposit if you want to re-book for the following season. This tab will be paid the last morning before you go skiing. At the lodge, we accept cash, cheques, debit, Visa or MasterCard. Discounted group deposits should be paid by cheque. Visa or MasterCard will be subject to a 3% reduction in group discount. Deposits for non-discounted groups will not be charged 3% for credit card payments.



Reservation Cancellation

You are purchasing a non-refundable ski holiday. If you cancel your reservation and we are able to sell your spot to another person at full price, your deposit will be refunded less a \$500 + GST cancellation fee per seat if it's a Regular Cat seat or less \$750 + GST per seat if it's a small cat seat (either Private Cat or Small Groups, Steep Chutes).

If you cancel your reservation after you have made your final payment or after October 15th, the cancellation fee is the greater of \$500 + GST (Regular Cat)/ \$750 + GST (Small Cat) or 10% of the total trip cost. If we are able to fill the seat at full price, all monies paid less the cancellation fee will be refunded. If we fill the seat at a reduced standby rate, you will be refunded only the amount paid by this last-minute guest, less the cancellation fee. If the seat cannot be filled, then no money will be refunded, or ski credits given. If you are unable to come at the last minute due to injury, travel complications, inability to enter the country, etc. there will be no refunds or ski credits given unless we're able to resell the seat.

The reservation and cancellation policies used by Mustang Powder Lodge are standard in this industry.

Cancellation Insurance

We strongly encourage all of our customers to purchase trip cancellation insurance immediately after your deposit payment has been made, to cover you for any unforeseen changes to your travel plans. Please keep in mind, many policies require you purchase insurance within a certain timeframe of making your first deposit payment.

Evacuation Insurance

Mustang Powder Lodge offers insurance to cover the costs if, in the event of a serious injury, you need to be evacuated from the mountain to by helicopter, snowcat or snowmobile to the nearest hospital which offers the care facilities required. The cost of the evacuation Insurance is \$5.00 per person, per day. We advise all skiers to opt for this. If you choose not to purchase this insurance you will be responsible for helicopter evacuation, ambulance expenses and all other costs related to an evacuation and not covered by medical insurance – these can be upwards of a few thousand dollars. We have added \$5.00 per person, per day to your final statement to pay for your evacuation insurance. If you do not want to purchase Evacuation Insurance, please deduct it from your final payment.

In the case of an evacuation, no refunds or credits will be given for the unused portion of your trip.



Rebooking Policy

Our rebooking policy remains unchanged. This season's guests have first option on the corresponding dates for the following season. This option expires on the last day of your ski holiday. To keep your dates, we need to receive your deposit on the last day of your trip this season. The deposit is 25% of the total package price. We are not able to hold dates for our guests without a deposit. **Due to COVID, a lot of our non-Canadian guests had their bookings deferred to the 2021/22 ski season. Consequently, some ski holiday dates do NOT have first-option on rebooking those dates for the following season.**

Refund Policy

There is no guarantee on the conditions that you will encounter on your ski holiday – and we give no refunds or rain checks if we are unable to ski due to poor conditions or if you cannot or do not want to ski for any reason.

A snowcat can operate in virtually any type of snow and weather. However, if we cannot operate our snowcat for an extended period of time due to a mechanical breakdown we will provide a skiing credit on the unused portion of the ski package. This credit does not carry any cash value and is valid only until the end of the following ski season. Under no circumstances is Mustang Powder responsible for guests' inconvenience or travel expenses. We do have a backup snow cat in the event of a breakdown.

The Monashee mountains are an excellent location for great winter weather suitable for powder skiing. Well over 90% of the time we have good to excellent powder snow conditions. However, occasionally, due to warm weather and/or rain the conditions will be poor. Please accept the fact that we have no control over the weather. Our policy is to ski every day and make a big effort to have fun – even if the conditions are not terrific. Guests must accept that “you win some, and you lose some” when it comes to weather. If you are unlucky and do encounter poor conditions while you are on your ski holiday, please try very hard to make the best of the situation.

Furthermore, due to snow stability issues, we are sometimes forced to ski slopes that are not as steep and exciting as you would like. Please accept that we have no control over snow stability and will put every effort into making the skiing as exciting and interesting as the stability (and the strength of your ski group) will allow.

In the past we have deviated from the above policy and sometimes given free ski days to guests when the skiing was poor. In future no refunds or rain checks will be given if the snow is poor or if we are unable to ski due to

unacceptably dangerous conditions. Some cat/heli operators (especially day-skiing operations) cancel when conditions are not good. At Mustang we go skiing even if the conditions are not good.

COVID-Related Cancellations with full Rebooking Rights, from September 1st 2020 up to 8 days prior to arrival date

Cancellations for individuals, group members or entire groups made in writing between September 1st 2020 and up to 8 days prior to the date of your arrival at Mustang Powder will receive an 80% credit of their trip price toward the corresponding dates, or any other available dates, in the 2021/2022 ski season. The above policy only applies to guests affected by the following government-ordered pandemic travel or operation restrictions:

- The BC or Canadian Government orders closure of Mustang lodge
- The Canadian border is closed to non-essential travel
- A Government stay at home order is in place for your registered booking address

Mustang Powder retains the right to resell these seats to guests unaffected by the above conditions without a cash compensation to the cancelling guest. However, the guests unable to attend their trip will still retain their first option on the same dates for the 2021/2022 season.

What's NOT covered by this new COVID Cancellation Policy?

- All reservation cancellations must be made in writing or by email - we will no longer be accepting any telephone cancellations.
- Cancellations made within 8 days of a guest's trip arrival date will be subject to our standard Cancellation Policy.
- Refund requests from guests who had their 2019/2020 season trip cancelled due to COVID-19 travel restrictions, or for reservations not made directly through Mustang Powder (such as trips purchased on auction) are not covered.
- If a guest becomes sick and cannot attend their holiday due to COVID-19 or any other illness, our normal cancellation policy applies.
- If a guest has been in contact with anyone who has been diagnosed with COVID-19, our normal cancellation policy applies.
- COVID-19 related restrictions not issued by governments, such as a workplace quarantine requirement, are not covered by Mustang Powder.

Immediately prior to your trip and for everyone's safety, if you are feeling unwell or experiencing any fever, cold/flu/COVID-like or gastrointestinal symptoms (nausea, vomiting, diarrhea) please do not come on your trip.

Please be advised that you will also undergo additional health screening upon arrival at the staging area, prior to entering the lodge. Immediately prior to your trip Eight days prior to your arrival at the lodge, if a government enforced travel restriction related to COVID-19 looks as though it may be imminent, Mustang Powder will contact the particular guests who would be affected by this potential travel restriction.

In this situation these guests will be offered two choices:

- Cancel their trip and receive an 80% credit of trip price towards the corresponding dates in 2021/2022 season
- Decline the above cancellation offer. However, if a travel restriction then prevents them from coming, Mustang Powder will not offer any refund or credit

Mustang Powder retains the right to resell these seats to guests unaffected by the above conditions without a cash compensation to the cancelling guest.

This cancellation offer is at the sole discretion of Mustang Powder, as the restrictions listed above will not be in place at the time of the cancellation. For any and all cancellations unrelated to COVID-19, our existing cancellation policies still apply.

Online Guest Portal- Registration Form

Guests Registration is now online through our Guest Portal. This portal allows you to log in to our system, fill out your registration details including contact, dietary, and medical information and then easily update it if needed. Please ensure that it is filled out accurately and completely. We update our records annually, so even if you are a returning guest, please answer all questions on the online form. After you have done this, change "last updated" to 2020-2021 season, so we know your information is up to date

Group Discounts

Groups of twelve skiers receive one free spot. Groups of twenty-four skiers receive two free spots. These discounts are offered due to the responsibilities assumed by the group's organizer. Consequently, to receive this discount the group organizer **MUST** do the following things:

Please do not have every group member phone in a visa number or send in separate cheques.

As the group leader, we ask that you book the entire group at one time and pay the deposit in one payment, then collect all funds from the group members and pay the final balance with one cheque, no later than October 8.

Payments made by VISA or MasterCard for discounted packages will be subject to a 3% reduction in the discount.

Provide Mustang Powder with both a group list and a room assignment list. Groups of 12 will have 5 double rooms and two single rooms.

Notify us immediately by e-mail of any changes or additions to the group.

Ensure that all group members complete their [online registration](#) and receive a copy of the information booklet. Additional copies can be [downloaded from our web site](#).

If a group organizer has cancellations in his or her group, it is the responsibility of the organizer to fill those spots. If Mustang Powder is asked to fill spots the group's discount will be lost for that year.

Failure of the group organizer to make certain that all of these things are done will result in the loss of the group discount for the following year.

Group organizers should bring a cheque book on their holiday if they want to keep the group's ski dates for the following year. Your first option on those dates for the following year expires on the last day of your ski holiday.