



Mustang Powder

2021-2022

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 spacing 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 [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.

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, weather permitting. Please be aware that we have a **s t r i c t** baggage limit of 35lbs **plus skis/snowboard**. 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. Any luggage over 35lbs will not be allowed or will need to be repacked to meet the weight limit.

Guests Registration is now online through our online Guest Registration site. This site 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.

COVID-19 Season Update

This season, due to COVID, all guests and staff are required to be fully vaccinated in order to attend their trip with us. We will also have a specific COVID Safety Plan and 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 visit our website to view our most up to date [COVID-19 Safety Plan](#) which we will continue to update throughout the season, as needed. The specific details of the 2021/22 season covid safety plan will be posted in mid-November.

[Please read our COVID Cancellation Policy](#) on our website.

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: 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 and snowboards make skiing deep snow much easier for any skier/boarder; 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. All boarders and telemarkers **MUST** be experts and very fit. 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.

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 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 tree-line 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 expert ability will suffice for skiers, snowboarders and telemark skiers MUST be ridiculously good experts and able to handle all backcountry conditions including narrow traverses and 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 when you complete your online guest registration. 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.

Typically, 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.

Due to COVID, there will be a new lunch program – and we will announce it to you on your first evening.



What if I have special dietary requirements?

Our chefs can accommodate any special dietary requirements or food allergies. Please be sure to list any of your special dietary needs when you complete your online guest registration form by following this [link](#), at least two weeks prior to your trip, and we will ensure that we have your requirements addressed. Last minute requests may not be able to be met, due to our remote location.

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 you will be able to connect to the outside world with your personal device. 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. Signup sheets will be available at the lodge on the first night of your trip.

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.

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. Arrangements can be made to have your board sent to the lodge in advance of your arrival.

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 based on the current snow conditions.

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/snowboard boots!). You should use a soft duffel style bag (**stiff or hard case bags are not permitted**) 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/snowboard boots can be in a separate bag (but not loose). The total of both bags must be under the 35lbs limit. **Please bring only one set of skis/snowboard loose – NOT in a ski bag (your skis are not included in your 35lbs limit)**. Do NOT bring ski poles, these will be supplied free of charge to all guests. Please weigh your luggage at home. Bags over the 35lbs weight limit will need to be reduced to meet the weight limit and you may be asked 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?

- Face 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 and/or sauna
- Ski/Snowboard 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/board if you own them, otherwise you are welcome to rent ours. Ski poles are provided for all guests.
- If you have your skis/board in a ski-bag, upon arrival at our staging area you should pull them out for the helicopter trip to the lodge.
- All guests are provided with a backpack including 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.
- Please be wearing 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 may be able to fill your spot with another guest. Please visit our website for details on our [Cancellation Policy](#). We strongly recommend all guests purchase trip cancellation insurance, in case of any unforeseen changes to your travel plans.

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 steep, challenging terrain that they love. With only six guests and two guides per cat, 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, which accommodates up to six guests in a group.

- Groups are able to travel through the terrain faster and smoother.
- Loading and unloading the cat is quicker and easier.
- Groups are able to ski more runs in a day.
- Guides are 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. Your host, Andres, 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 Andres 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, visit 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. We also encourage all guests travelling by plane to arrive the day prior.



TRIP SCHEDULE & TRAVEL TIPS

Mustang Powder Lodge is located North of the Trans-Canada Highway, between Sicamous and Revelstoke, BC. We mainly run three-day and four-day trips, with one or two two-day trips a season. **For all trips, you will arrive at the lodge the afternoon prior to the first ski day of your holiday.**

Directions to our meeting spot near Malakwa, BC

Our meeting spot is on Avoca West Road (called Perry River Rd on Google Maps), just west of the Perry River and the old 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.

All of these routes are major highways and conditions are generally good, however, being mountain roads, they can have avalanche closures or delays during the winter. Current road conditions and closure or delay updates can be found on www.drivebc.ca. **Please be sure to check road conditions on the day of your travel.**

Directions to our Meeting spot

Coming from the East (Revelstoke): Guests driving from the East will travel 44 km (27 miles) west of Revelstoke to our meeting spot. About 2 km after Crazy Creek Hotspirngs, the highway becomes 4 lanes. Shortly after this, you will 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, Vancouver, Seattle): Guests traveling from the Kelowna Airport/area, should drive North on Highway 97 through Vernon to Sicamous. At Sicamous, head East towards Revelstoke onto Trans-Canada Highway 1 East for 28kms (17 miles) to our meeting spot. 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 our staging trailer to meet our staff and get further instructions. It is about a 2-hour drive from the Kelowna Airport.

From Seattle or Vancouver, we recommend traveling Highway 5 North (Coquihalla Hwy) to Kamloops, then travel East on Trans-Canada Hwy 1 to Sicamous.



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

Travel by Plane and/or Car

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, as this increases your chances of encountering road closures and travel delays which are common in winter. **Flying to Kelowna International Airport (YLW) is by far the best plan.** Due to the potential for delayed planes, lost luggage, avalanche road closures, etc... **we strongly advise all of our guests 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, often for long periods. Refunds cannot be given to guests who fail to arrive at our meeting spot in time for their exchange into our lodge

We now have 110 v. Plug ins in our parking lot - so drivers of 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.**

Flying to Kelowna, BC

If you must fly in on the day of your arrival into the lodge, we strongly recommend guests fly into Kelowna (YLW), and should arrive at least 4 hours before your meeting time on the day of your transfer to the lodge (i.e. the day before you ski holiday starts). **Travel on the day of your arrival into the lodge is strongly discouraged, due to the high likelihood of travel delays, which can cause you to miss your exchange. No refunds will be given to guests who do not arrive in time for their exchange. All guests are encouraged to purchase trip cancellation insurance.**

If you live in Canada or overseas, you should fly to Kelowna via Vancouver, Calgary, Edmonton, or Toronto. Contact the following Airlines:

Air Canada Toll free 1-888-247-2262

West Jet Toll free 1-800-937-8538

To ensure that your boots arrive with you, it is recommended that you bring them as a carry-on 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:

Everything Revelstoke runs scheduled shuttles from Revelstoke or Kelowna, and will drop guests off at our meeting spot, by request. The schedule and 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. **Please be sure to let them know you would like to be dropped off at our meeting spot.**

Okanagan Limousine offers private transfers for up to 10 people. For more information or to book, email oklimo@live.ca, call 250.717.5466 or check out their website www.ok-limo.com.

Shuttle Service by Helicopter

Glacier Helicopters is now offering heli transfers to the lodge from Kelowna airport. 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 home for the day following your exchange out of the lodge, in case of travel delays. 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. Visit the [Four Points' website](#) for property details and availability.

Room Type	Single/ Double	Triple	Quadruple
Traditional (Kings, Two Queens)	\$161	\$176	\$191

Other options for overnight accommodation include:

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

Meet and Transport to Lodge

Please remember that you need to arrive at our meeting spot on the DAY PRIOR to your first day of skiing. Guests' designated meeting times are listed on their invoice. Please arrive at, or prior to your designated meeting time and make your travel plans with that window in mind. **If you have been delayed on the day of arrival and are going to be late, please call us directly at 1-250-804-7950** 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 at our meeting spot

Upon arrival, follow the Mustang Powder signs to our trailer building and drop off your luggage and skis with a staff member at the “Mustang Helicopter Luggage Drop-Off” sign. A Mustang staff member who will also do a ‘covid safety check’ at that time – taking your temperature and asking you some questions about your current health.

All guests have a strict 35lbs 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 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 3:00PM (PST) to take the bus and cat into the lodge. The bus will leave the meeting spot at 3:45PM (PST). **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. There is no additional cost for going to the lodge by bus/snowcat.**

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

Breakfast

You will be woken up at 7:00AM (MST) to coffee in bed followed by a full hot and cold breakfast in the dining room. **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 through it prior to your arrival at the lodge. Guests booked or added to a group after June 2020 will have reviewed and agreed to this document prior to booking with us. 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 10:00AM (MST); on subsequent days, the cats will leave the lodge at about 8:30AM (MST). Lunch is eaten in the snow cat between runs. We return from skiing between 4:15- 5:15PM (MST)(depending on the time of year). We often ski right back to the lodge as our last run of the day.

At Mustang Lodge, until the time change on March 14th, we operate on Mountain Standard Time (MST) 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, for everyone's safety. 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, with a 5-course supper with a wine pairing option on the last evening of your trip.

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, and our staff can prepare for the next set of guests. We will ski until about 4:00PM (MST) and then you will be transported out from the lodge, either via heli or snowcat exchange. We strongly recommend any guests travelling by plane schedule flights for the following day, in case of travel delays getting out of the lodge or on the roads.



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 [Andres at info@holtenbedandbreakfast.ca](mailto:Andres@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 resort 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:

To make a booking, please contact us toll free (North America) 1-888-884-4666, local 250-307-6680-Email: info@mustangpowder.com. A 25% deposit is required at the time of booking. Trips booked after October 15th are payable in full at the time of booking.

At Mustang Powder, our ski season starts on November 30, 2021 and we keep skiing right through until April 10th, 2022. 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.

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 for your booking is due by October 15th. Payment options include:

Online payment by credit card or bank transfer 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 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 15th will incur a 1% late fee, with an additional 1% charge added each month until final payment is made. Mustang Powder reserves the right to cancel any late/unpaid bookings.

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 one lump sum cheque for the entire group.** Groups receiving a discount that make their deposit payment by VISA or MasterCard will be subject to a 3% reduction in group discount. **The Group Discount will be lost, if group members wish to pay deposits separately.** Deposits for non-discounted groups will not be charged 3% for credit card payments.



Reservation Cancellation

All bookings are non-refundable. **We strongly encourage all guests purchase trip cancellation insurance in case of any travel interruptions.** All seats are transferrable to another guest without a fee. If you cancel your reservation and we are able to sell your spot to another person at full price, your payments will be refunded less a \$500 + GST cancellation fee per seat for Regular Cat seats; or less \$750 + GST per seat for either Private Cat or Small Groups, Steep Chutes seats.

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 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 cancelled 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 guests 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 trip payment. Mustang Powder does not sell trip cancellation insurance or recommend a specific insurance provider.

Evacuation Insurance

Mustang Powder offers insurance to cover the costs if, in the event of a serious injury, you need to be evacuated from the mountain by helicopter, snowcat and/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 all costs related to an evacuation and not covered by medical insurance – these can be upwards of a few thousand dollars. We have automatically added this insurance option to all members of a booking on your final invoice. If you do not want to purchase Evacuation Insurance, please let us know and we will deduct it from your final balance.

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. **Groups receiving a discount must pay the group's full deposit amount in one lump sum, by cheque. Individual payments by group members will result in the loss of the group discount.** Group leaders who wish to rebook for the following year should bring their cheque books on their trip.

Refund Policy

There is no guarantee on the weather 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. 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.

Online Guest Registration Form

Guests Registration is now done online through our Guest Registration 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. **Special dietary or medical requests must be submitted at least 2-weeks prior to your arrival, to ensure we can get what's needed into our remote lodge in time. Last minute requests may not be possible to accommodate.** After you have completed your online registration form, please change the "last updated" field to 2021-2022 season, so we know your information is up to date



Group Discounts

Our Group Discount Policies are listed below, so you understand the responsibilities you are accepting in exchange for receiving the discount.

Group Discount Policy

- Groups of 12 or 13 guests booking together receive a discount of one (1) free seat. Groups of 24 or 25 guests receive a discount of two (2) free seats.
- These discounts are offered in exchange for the group organizer's commitment to the following responsibilities. Failure to do so will result in the loss of the discounted seat(s):
- The Group Leader will be our main point of contact for the booking and will provide Mustang Powder with both a group list (including name and email address). Notify us by e-mail of any changes or additions to the group list.
- The Group Leader is responsible for filling all seats in the cat, according to our booking terms and policies
- The Group Leader is responsible for filling any cancellations in the group. If Mustang Powder is asked to fill spots, the group's discount will be lost and our cancellation policy will apply.
- Groups will be registered under the Group Leader's name; however, **group members are able to pay for their portion of the invoice, individually.**
- The Group Leader is responsible for confirming individual payment amounts with each group member and with Mustang Powder, including payment deadlines.
- The Group Leader is responsible for paying all outstanding deposits or final balances due for unfilled/unpaid seats.
- **For discounted groups, any payments made by VISA or MasterCard will be subject to a reduction in discount of 3% of the amount being paid + GST.**
- Group Leaders will provide Mustang Powder with a room assignment list. **Rooming for Groups:** Groups of 12 will have 5 double rooms and two single rooms. Groups of 13 will

have 6 double rooms and one single room. Group Leaders will ensure everyone completes their registration via our online guest portal at least 2 weeks prior to arrival.

- Group Leaders are responsible for ensuring group members know the arrival date and time for helicopter exchange into the lodge. A few days prior to your trip, your flight time for entry into the lodge will be confirmed by our staff.