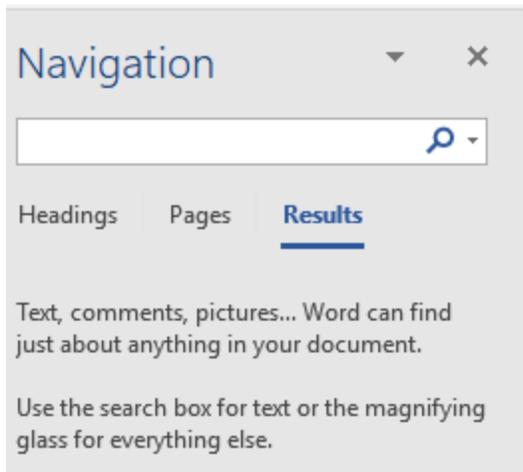




We realize there is a ton of info to read. Note that we appreciate your taking the time to look for your personal question and the answer. We put a great deal of effort into providing answers to the most asked questions to make your dog sled experience the best possible. If you do not find your answer here, please review the website and watch our videos. Use your (CTRL) and (F) key to search by words to find what you are looking for in this document. We bet 99.9% of the time your question has been asked and answered a few times over the years. If you have stumped us – by all means email us at dogsledtour@yahoo.com . We will reply promptly!



We look forward to meeting you soon - The Huskies



Question: The number one question of all time! Where are we located?

Answer: We are located at Manor Sports, Pocono Manor PA which is part of [Pocono Manor Resort & Spa](#).

We are not located at the main resort. Follow the directions and use the photo on our website. [Enter 400 Manor Drive, Pocono Manor PA 18349](#). If you do not put in the correct zip code **18349 zip code** your GPS will take you to Jim Thorpe which is an hour away and the huskies will miss meeting you.



Question: Can we call you on the phone?

Answer: Please email us! dogsledtour@yahoo.com We work corporate jobs Monday – Friday to support the Huskies. We work on reservations and take care of the Huskies in our free time. We provide answers to all your questions and more on the [website](#) and in this document. We answer your emails in a timely manner and respond quickly on Facebook. We ask that you take the time to find the answer and understand it would be impossible spend the night calling every one back. **THANK YOU for understanding!**



Question: When do you begin to accept reservations for Sledding Season?

Answer: Our reservations open on December 01, 2018 (online) for NO SNOW TOURS NO SLEDS. Use the [REQUEST A TOUR TAB](#) on our [website](#).

When it snows 4"-6" we AUTOMATICALLY convert all NO SNOW NO SLED TOURS s to snow sleds and advise you by email, on our FB page and website.



Question: How do I book a snow tour if the only tours available are NO SNOW NO SLED TOURS?

Answer: You can't book a snow tour if we don't have snow! If we don't have snow the only tours that are available to confirm are NO SNOW NO SLED TOURS. If you do not want to come spend time with the huskies regardless of the weather then you need to wait until it snows to request a snow tour. All guests who confirm NO SNOW NO SLED TOURS are automatically confirmed on a snow tour.



Question: What if I only want a snow tour?

Answer: You need to wait until it snows to request a snow tour.



Question: Is this a ride where we just sit and enjoy the scenery?

Answer: Our tour is not designed as a ride, but you will love the scenery! The tour is incredible and requires your participation. It is physical and requires the musher (driver) of the sled to push and assist the huskies. It's much like riding a mountain bike on bumpy terrain while being pulled by a team of dogs. If that appeals to you this tour is for you! While mushing you will find the scenery amazing! Please note our dog sled adventure is not appropriate for small children or groups of younger children. Children get cold and bored easily.



Question: Is the tour bouncy, bumpy and challenging?

Answer: Yes, all of the above. It is like riding a mountain bike being pulled by a team of 6-8 huskies traveling 5-8 MPH or hiking in the woods. All guests must be able to walk unassisted to the UTV or the dog sled. Guest will need to sit and stand alone. All guests need to be ambulatory, and able to move about unassisted. All guests need to be able to understand instructions, and pay attention to the tour guides. You should also enjoy being out in cold weather. If you are none of the above this tour may not be best suited for you.



Question: Do you sell Gift Certificates?

Answer: No, we do not sell prepaid gift certificates. [We do provide templates on our website](#) for you to print and customize for a gift. Payment is the day of the tour. Or we can send you a PayPal invoice when your guests confirm. They bring that as payment the day of the tour.



Question: I received a copy of my tour request by email. It says this is not a confirmation. When will I receive my confirmation?

Answer: It takes us a few days to manually view and confirm every tour request. We book guests in the order the request is received. You will receive your PayPal invoice which is for your non-refundable deposit. This invoice is your tour confirmation and includes instructions and tour time. Review it carefully for date, time and the number of guests. You can print or save it to your mobile device because we require the PayPal invoice at check-in as proof of deposit payment.

 Question: What will my confirmation look like?

Answer: Your PayPal invoice is your confirmation. Save it to your mobile device or print and bring with you as proof of deposit.



Question: Tour time - What time will I be confirmed?

Answer We have an AM & PM tour time schedule. When requesting a tour, you will select only the time of day Our reservation staff confirms your specific time based on the number of guests in your group, the ages and what is still available. Tour requests are confirmed in the order they are received. All tours are confirmed as NO SNOW NO SLED TOURS until we have 4-6" of snow on the trails.



Question: Do you have a wait list?

Answer We do not. The reason we do not maintain a wait list because most of the time guests make other plans. What we suggest is that you watch the home page and Facebook on Wednesday, Thursday and Friday. You can send us an email to dogsledtour@yahoo.com. We will reply to let you know if guests have canceled and tours are open.



Question What do you do when there isn't any snow?

We offer our NO SNOW NO SLED TOURS when there isn't any snow. There are no sleds used when we train the Huskies. If there is ice, mud or rain we do not train. [NO SNOW NO SLED TOURS booked online](#). (2) person minimum (6) person maximum. Cost is \$50 per guest. The NO SNOW NO SLED TOURS is the only way to meet & greet the huskies when we do not have snow

We do not use a dog sled with wheels as we have found that is not stable. We use 6 passengers Utility Vehicles (UTV) when we are training with the dogs It's fantastic because the huskies just know they are out having fun with our guests.



Question: How do we book a [NO SNOW NO SLED TOURS](#)?

Answer NO SNOW NO SLED TOURS are available to book online. (2) person minimum (5) person maximum. Cost is \$50 per guest.



Question Do you know when it will snow?

Answer That is a million-dollar question to which we do not have the answer.



Question [How do I make a reservation?](#)

Answer All reservations for [NO SNOW NO SLED TOURS](#) or snow sledding are made on-line using the "[Request a Tour](#)" TAB.



Question How do I know what dates and times are available?

Answer [We post an on-line reservation process with a calendar to select dates and times.](#) The Calendar

is linked on the Request a Tour tab.  PAWS mean we may not operate that day, we may also be sold out (booked)



Question How much does a tour cost?

Answer: [See the Tour Cost Tab for more info](#)

- \$50 per guest for the NO SNOW NO SLED TOURS
- \$75 per guest for the Snow Tour
- \$450 for a Private Tour for 1-4 guests' additional guests are \$100 per person (up to 9)
- \$95 per person for groups of 10 or more



Question How do I pay for the tour?

 Answer In order to confirm your request for a tour you must pay a [deposit on PayPal](#). We email you an invoice. That invoice becomes your confirmation. The balance of the Payment for your tour is CASH only at check in the day of the tour (we are not able to accept checks) Reservations are guaranteed on-line with a credit card. The card is only used if you no show without canceling by email the Wednesday prior to your tour or if you book more guests on your tour than show up with you the day of the tour. We will charge you for the number of guests you originally booked.



Question Do you accept Credit Cards?

Answer: ONLY FOR THE DEPOSIT ON PAY PAL.  We do not have the ability or time to accept credit cards the day of the tour. We are out in the woods on the trails without tablets or cell phones. Your payment the day of the tour **is cash only (thanks!)**



Question How do I cancel a reservation?

Answer In writing and 48 hours prior to your tour dogsledtour@yahoo.com

The PayPal deposit is never refunded no matter when you cancel the tour;

BUSINESS HOURS

	OPEN	CLOSED
SUNDAY	_____ TO _____	
MONDAY	_____ TO _____	
TUESDAY	_____ TO _____	
WEDNESDAY	_____ TO _____	
THURSDAY	_____ TO _____	
FRIDAY	_____ TO _____	
SATURDAY	_____ TO _____	

Question [When do you operate? Mid December through the end of February.](#)

Answer:

HOURS OF OPERATION

December 15, 2018 until March 3, 2019

We operate Saturdays and Sundays from 9:00 AM until 4:00 PM

Holiday schedule 9:00 AM - 3:00 PM

December 22,23,24, 2018

Closed December 25, 2018

December 26,27,28,29,30,31, 2018

January 1, 2019

Not operating Martin Luther King Day or President's Day

[Presidents Day we will be at the Da Vinci Science Center in Allentown, PA](#)



Question What does mushing mean?

Answer: Mushing is a term for a sport or transport method powered by dogs. Answer

www.wikipedia.org/wiki/Mushing



Question How long is the tour?

Answer PLEASE READ THIS SLOWLY AND CAREFULLY The entire experience takes 90 minutes. This includes arriving 30 MINUTES prior to your tour time to check in , signing the waiver, participating in a brief training on how to mush the sled, moving to the dog sled base camp, meeting the Huskies and taking pictures. Guests will be able to take all the time they want to visit the huskies at the dog camp. Only paying guests on confirmed tours are permitted in the dog camp.



Question: How many sleds go out?

Answer *ONE* ONE* We use one dog sled for each tour. Guest take turns riding on the back as the musher and sitting in the basket as the passenger. There are two people on the sled at one time. Our guides accompany the tours on snowmobiles. Or UTV Utility Vehicles. We provide a video on our home page and the video page for you to see how the tour operates. Watch our videos to understand exactly how the tour operates.



Question How many guests are on each tour?

Answer PLEASE READ THIS SLOW AND CAREFULLY There can be up to (9) guests participate taking turns like a relay riding in the basket or mushing the dog sled One guest rides in the basket while the other is the "driver" mushing the sled. If you are a party of 2-4 you will be on the tour with other guests. If you wish to be on the tour by yourself, please see the PRIVATE TOUR \$450 for 1-4 guests. NOTE 1-4 guests only. Private tours are available for you to purchase the entire hour just for your guests. We do not offer private tours for the No snow sled [NO SNOW NO SLED TOURS.](#)



Question How can I go out with just my family?

Answer You can book the PRIVATE Tour. Private tours are only offered for a group of (1-4). The cost is \$450. What you are doing is purchasing that tour hour just for your family. [Please see the tour pricing tab on the website.](#)



Question Do you offer a discount if I don't want to mush the sled and just ride?

Answer Guests are welcome to come and ride along snow sledding - The cost is the same \$75 per person or \$50 for NO SNOW NO SLED TOURS (no snow no sled). We will have one of our guides mush the dog sled for you if you are on the tour alone.



Question What do I wear to go dog sledding or training with the huskies?

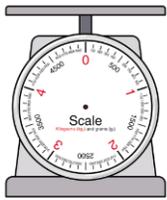
Answer: ***THIS IS IMPORTANT *** Watch our videos for more information Click on the ["WHAT TO WEAR TAB" on the website.](#) Winter Sledding is COLD - Warm clothes! Whatever you would wear to go skiing or snowmobiling! Gloves & Hat are a must - it's cold! You will also get very furry playing with the huskies so be prepared! ****NOTE**** if you are not properly dressed for example wearing sneakers, and not wearing

gloves, you may not be allowed to go out on the tour. [PLEASE PEOPLE STOP COMING IN JEANS AND SNEAKERS - YOU WILL FREEZE!](#)



Question How many dogs are used to pull the sled?

Answer A team of 6-10 Huskies can be used (each can pull 50 - 70 pounds)



Question Is there a weight limit for the sleds?

Answer Yes, the handmade toboggan sleds that we use hold a maximum weight of 300 pounds. The huskies are limited to what they are able to pull. This is not a ride and all guests must actively participate in mushing (pushing the sled along to help the huskies)



Question What kind of sled dogs do you use?

Answer Our dogs are Siberian Huskies, Alaskan Huskies and (1) Alaskan Malamute.



Question Are the Huskies friendly?

Answer Absolutely! In fact, they love meeting people, and love what they do!



Question Are your Huskies pets? Answer Absolutely - many of our fur-friends sleep on our bed! All spend the night inside.

Question How old are the huskies? Answer Anywhere from 1 to 14 years

Question Do you have any rescues? Answer Yes, more than half our Huskies are rescues with amazing stories that they will share with you.



Question How early do I need to arrive for my tour?

Answer [Please arrive AT MANOR SPORTS](#) (Use the directions tab) 30 minutes prior to check in and receive your training. As a courtesy to all our guests we will take tours out on time. Print the map or use the google map link on our website. Allow time for weather, traffic and if you get lost. We operate on time as a courtesy to all guests.



Question What if we are late for the tour?

Answer the Huskies and other guests can't wait if you are late. We operate on-time as courtesy to our guests and will do our best to accommodate you at another time. Note that when guests arrive after the tour departs, we may not always be able to accommodate you the same day or on the next tour when we are sold out. We will charge your credit card for the full amount if we can't rebook you.



Question What is I bring more people than I

reserved?

Answer If there are already (9) guests on the tour we will not be able to accommodate a surprise extra guest.



Question What if someone decides not to come

the day of the tour and we do not let you know?

Answer We hold your tour as a courtesy. We turn other guests away to honor your reservation. It isn't fair for the guests who were not able to come if you no-show the day of the tour. Your credit card will be charged if you did not cancel or accurately update the number of guests 48 hours prior to coming to the tour.

POCONO MOUNTAINS VISITORS BUREAU

Question What other things

can we do in the Pocono's? [Answer See the Pocono Tourist Board Site the Pocono's are a vacation wonderland.](#)



Question Where can we eat in the Pocono's?

Answer: See the [Pocono Tourist Board Site](#) or [Open Table](#)

