We realize there is a ton of info to read. We provide these questions for your review and appreciate your taking the time. 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.

We look forward to meeting you soon on a snow dog sled Trail - The Huskies

**Question:** How do I use this document to find the answers to my questions?

**Answer:** Use the ALT and (F) key for find. In the text box that appears at the top type a word for what you are looking for. Example: snow tour or age or ride or wear

**Question:** When do you begin to accept reservations for 2016-2017 Sledding Season?

**Answer:** Our reservations open on December 10, 2016 (online) for Training Tours Only. When it snows 4”-6” we AUTOMATICALLY convert all training tours 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 training 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 training 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 training 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:** Where can I find the tour pricing?

**Answer:** On the tour pricing tab - $75 per person Snow $50 per person Training Check the tab for private tours and minimum/maximum information. All reservations require a $50 non-refundable deposit that is applied to your balance paid in cash at the time of your 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. Children get cold and bored easily. When the waterfall is frozen the temperatures are in the low teens.

**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. All guests must be able to walk to the UTV or
the dog sled by themselves. Guest will need to sit and stand alone. All guests need to be ambulatory, be able to understand instructions, and pay attention to the tour guides. It’s also very cold when we have snow and the falls are frozen.

**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.

**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:** If we do not have snow we are operating Training Tours. When you use the online request form you will receive an automatic email from our reservation process that is just a copy of their request. That auto email will say it is not a confirmation. We take 72 hours to reply to your request with a confirmation email which is in the form of a PayPal invoice for your $50 deposit from Eric Walker and Arctic Paws Dog Sled Tours. Check SPAM email if you haven’t received the invoice. The PayPal invoice is your receipt for your deposit and your ticket for the tour. Bring it with you when you check in!

**Question:** What will my confirmation look like?
**Answer:** All confirmation until we have snow are training tours. Your confirmation will come as an invoice from Eric Walker on PayPal. You must pay the $50 non-refundable deposit for your tour and print the invoice as your receipt. The balance is paid in cash at the time of the tour. The PayPal invoice is your ticket for the tour – BRING IT WITH YOU!
**Question:** Tour time - What time will I be confirmed?

**Answer:** Our tours every hour. They start at 9:00AM and run until 4:00PM. When you request your tour it will be for a time of day. Our staff will confirm your exact departure time based on availability at the time of your request. We confirm on a first come first service basis.

We have an AM & PM tour time schedule:
- **MORNING** ~ Between 9:00AM & 11:00AM
- **MIDDAY** ~ Between 12:00PM & 1:00PM
- **AFTERNOON** ~ Between 2:00PM & 4:00PM

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 (as long as we have snow).

**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 Training Tours when there isn’t any snow. If there is ice, mud or rain we do not train. The home page of the website will let you know if we are training in place of snow sledding. Training Tours are booked online. (2) person minimum (5) person maximum. Cost is $50 per guest. No one under (10) years of age is permitted in the dog camp or on any of the training or sledding equipment. The training tour 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 training tour?

**Answer:** Training Tours are available to book online. (2) person minimum (5) person maximum. Cost is $50 per guest. No one under (10) years of age is permitted in the dog camp or on any of the training or sledding equipment. ALL GUESTS WHO ACCEPTED A TRAINING TOUR ARE AUTOMATICALLY CONFIRMED FOR A SNOW TOUR WHEN IT SNOWS. All tours require a $50 deposit that is paid via a PayPal invoice. The deposit is non-refundable.

**Question:** Do you know when it will snow?

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

**Question:** What does a paw on the calendar mean?  

**Answer:** The Paw indicates we are either sold out or **not operating** that day or those hours.
Question: What do you do when guests want to book snow sled tours?
Answer: Guests are able to verify on our website and the Skytop Web Cam if there is snow. If we do not have snow we only open the online requests for Training Runs. Since we can’t predict when it will snow, we continue to train the huskies until we have snow on the trails. *Please do not book a training tour is you are not planning on coming if we don’t have snow. You will loose your $50 deposit if you cancel because you really wanted snow.

Question: How do I make a reservation?
Answer: All reservations for training tours or snow sledding are made on-line using the “Request a Tour” TAB. You will receive copy of your request by email. We confirm the tour within 72 hours. We send out an email to cancel snow sledding tours 48 hours prior if there is no snow. There is a $50 nonrefundable deposit to make the tour request and receive a confirmation. The deposit is request with a PayPal invoice emailed to you from Eric Walker. The invoice is your confirmation.

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: For December 2015 ~ February 2016
$75 per guest (mushing or riding) See the Tour Cost Tab for more info
$50 per guest for the training tyour (see the tour cost tab for more info)

Additional Information:
Children under 10 are not permitted in the dog camp or on any of the equipment. The mushing adventure is not appropriate for little ones. **It’s not a ride and requires participation and every one must pay attention.**
Children under the age of 18 *must be accompanied by someone over 18*

**Question** How do I pay for the tour?
**Answer** In order to confirm your request for a tour you must pay a $50 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 48 hours prior or if you book more guests on your tour than show up with you the day of the tour. We will charge you for what you origianlly booked.

**Question** Do you accept Credit Cards
**Answer** NO. We do not have the ability to accept credit cards on site the day of the tour. We are out in the woods on the trails. Overnight Guests of Skytop are able to charge dog sledding to their room tab as long as they have not checked out.

**Question** How do I cancel a reservation?
**Answer** In writing and 48 hours prior to your tour (dogsledtour@yahoo.com)
Question: When do you operate?
Answer: Mid December through the end of February. We operate training tours until we have snow on the trails. Our hours of operation are:
Saturday 9:30 AM - 4:30 PM
Sunday 9:30 AM - 4:30 PM
Holidays 9:30 AM - 3:30 PM*
*Holidays dates are*
Please see the website for current holiday dates.

Question: What does mushing mean?
Answer: Mush is a term for a sport or transport method powered by dogs.
[www.wikipedia.org/wiki/Mushing](http://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 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. The tour takes you out to the Indian Ladder Waterfall for photos and time with the huskies. 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?
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.

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 (8) 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 Adventurer Tour for $400 for 1-4 guests. NOTE 1-4 guests only. Private tours are available for you to purchase the entire hour just for your guests.

**Question** How can I go out with just my family?

**Answer** You can book the Adventurer Tour. Private tours are only offered for a group of (1-4). The cost is $400. What you are doing is purchasing that tour hour just for your family.

**Question** What 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. We will have another guest or one of our guides mush the dog sled for you if you are not on the tour with another person.

**Question** What do I wear to go dog sledding or training with the huskies?
Answer: *THIS IS IMPORTANT* Watch our videos for more information
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.

---

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 400 pounds. The huskies are limited to pulling about 300 pounds. 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, Alaskan Huskies and (1) Alaskan Malamute. We have one Nordic sled dog sometimes called a Lurcher mix named P’Nut

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 Do you offer a kennel tour?
Answer The dog camp and access to the huskies is for guests only. All our guests are encouraged to include time to “hang out” with the huskies. They are extremely friendly and love people. When we don’t have snow we offer Training Tours. This is our way of letting guests meet the huskies. The huskies do not reside at Skytop Lodge. When not on tours the huskies are at a private home resting.

Question How old are the huskies?
Answer Anywhere from 1 to 13 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 the SKYTOP ADVENTURE CENTER 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 GPS coordinates on our website. Allow time for weather, traffic and if you get lost. DO NOT GO TO THE HOTEL WE ARE LOCATED AT THE ADVENTURE CENTER PAST THE MAIN ENTRANCE ON 390 NORTH ON YOUR LEFT

Question What if we are late for the tour?
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.

**Question** What is I bring more people than I reserved?
**Answer** If there are already (8) 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.

**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

**Question** Do you have a photographer on site?
Answer Yes, Sharon Wycoff of Inner Heart Photography is on site. Her work has been published in dog sled magazines. Her photos are on our website. Inner Heart will take professional photos of your tour for a fee. See our website for details. **PLEASE NOTE** When taking your personal photos on the tour. *We do not permit iPads* to be used as a camera on the tour. Please use your camera phone or regular camera on the tour. We welcome (1) GoPro and have an attachment on the sled for you. You will only be permitted to use the GO PRO on these attachments. Be aware that cold temperatures on the trails often cause the camera and phone batteries to drain. Keep your camera inside a pocket to keep warm.

Question How long is the dog sled season?

Answer Typically January through the last weekend in February. Sometime we are fortunate to have snow at Christmas and New Years. We operate as long as we have 4”-6” of snow. It is rare that we have snow in March. 2011/2012 was the only year so far (knock on wood) that we had no snow all season. Think snow! If you know a good snow dance ritual please share it with us!

Thank you for reviewing our questions. For more insight watch our videos.
Sincerely – the Huskies of Arctic Paws Dog Sled Tours