

# Frequently Asked Questions

## **COVID 19:**

Due to the new laws that continue to change around this controversial issue, we will continue to stay alert. Any laws that are being enforced for safety protocols we will be adhering to. We will post the signs in our windows and office to let you know the current laws at the time of the tour.

On a personal note we want to keep you safe and our staff safe. To do that we are setting up our own protocol for keeping people 6 feet apart the best we can:

- We are not completely filling each tour truck to insure distance between families the best we can.
- We are wiping down the office for all surfaces between each guest check in.
- We are cleaning the tour trucks thoroughly before, during and after a tour.
- We ask that each person wear a mask and wash hands often at this time, and we have hand sanitizer in the office and on every truck.
- There is no charge at this time for last min cancelations if you are not feeling well.
- So please do not attend the tour if you have any cold or covid19 symptoms.

**Thank you for your patience and understanding.**

## **What Is Provided On The Tour?**

**Park Tour:** We provide water, snacks, (pop offered on sunset tours) blankets, umbrellas, extra coats and gloves. If needed we also have sunscreen available as well.

**Off Road Tours:** We provide water, snacks, Frog Toggs (full body rain suites) extra coats and gloves. If needed we also have sunscreen available as well.

**Marshmallow Tours:** We provide Hot Dogs and Condiments, Chips, S'mores, Pop, Water, Snacks, Frog Toggs (full body rain suites) extra coats and gloves. If needed we also have sunscreen available as well.

### **What should I bring along?**

Sun Glasses, Jacket/Coat, Camera, Memory Cards, Batteries, Comfortable Shoes, Sunscreen, Hat and **gloves** in winter. Park pass is included for all National Park tours. If you have your own park pass (not needed for off-road tours), please bring it with you. It will save us time at the National Park gate and we have a Park Pass Discount.

## **Waivers:**

A Waiver is required and provided for you to be signed at check-in. If you would like a copy before arriving feel free click [here](#) to download the waiver, then you can bring it with you already signed. This option is great for large groups to save time and is required if we are picking your large group up at your Estes Park Hotel.

## **Cancellation Policy:**

As a courtesy to other guests and our staff, please inform us prior to your tour time if you must cancel or reschedule. Guests who fail to attend without written or verbal contact, will be charged the full value of the scheduled tour price for each person that does not attend. Before we get your credit card to hold your reservations let me tell you about our cancellation policy. It can be written notice or a phone call.

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## **Groups of 1-10 people:**

- If you cancel 24 hours before your tour time, there is no cost to cancel.
- If you cancel less than 24 hours before your tour time, you are subject to a 50% cancellation fee, per person.
- If you or anyone in your group cancels within 1 hour of your tour time, you will be charged 100% of the reservation costs.
- If you or anyone in your group does not arrive for the tour with no notice, you will be charged 100% of the reservation costs. (We cannot sell the unused seats at that time, that is why we charge the full amount, just like a movie, theater or sports event)

## **Large Groups over 10 people:**

- If you cancel 72 hours before your tour time, there is no cost to cancel.
- If you cancel less than 72 hours before your tour time, you are subject to a 50% cancellation fee, per person.
- If you or anyone in your group cancels within 24 hours of your tour time, you will be charged 100% of the reservation costs.
- If you or anyone in your group does not arrive for the tour with no notice, you will be charged 100% of the reservation costs. (We cannot sell the unused seats at that time, that is why we charge the full amount, just like a movie, theater or sports event)

## **Large Groups over 20 people:**

- If you cancel anyone in your group 7 days before your tour time, there is no cost to cancel.
- If you cancel anyone in your group with less than 72 hours before your tour time, you are subject to a 50% cancellation fee, per person.
- If you or anyone in your group cancels within 72 hours of your tour time, you will be charged 100% of the reservation costs.
- If you or anyone in your group does not arrive for the tour with no notice, you will be charged 100% of the reservation costs. (We cannot sell the unused seats at that time, that is why we charge the full amount, just like a movie, theater or sports event)
- **You must call our office or email and let us know your final numbers 7 days out** from your tour. Then please email us and or call your final numbers again 3 days out so we can best serve you. You will be charged for the total number of people reported at the 72 hour window, regardless of anyone in the group after that decides not to attend.
- If you want to add anyone to your group please let us know ASAP so we can make sure we have enough seats available. It may be possible to add people the day of the tour but we do not guarantee more seats will be available.

## **Should I Tip My Tour Guide?**

If you feel that your guide has made a truly memorable event for you and your family then a tip is a wonderful way to say thank you. The tips are truly appreciated and allow them to do the work they love so much. How much should I tip? Ultimately that is up to you, most people use restaurant standards as a benchmark.

## **What Sets WildSide 4x4 Tours Apart From All The Others?**

- **Emergencies-** We are the only company that has invested heavily in state-of-the-art communication equipment that can stay in touch with the base office for any and all situations. Whether that is a traffic, weather or an emergency issue. We can stay

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connected to emergency personnel where others can't and moments count. Cell phones don't always work well here in the mountains.

- **References-** We have earned a great reputation. Please ask around and go to Trip Advisor to get a feel for what people are saying about us. We have been voted the #1 tour company in Estes Park and voted the #1 thing to do in Estes Park as well, and voted the top 10 things to do in Colorado!
- **Safety-** We have your safety as our highest priority and we have a fantastic safety record. Each tour truck has forward facing seats for safety all with individual seat belts. Each tour truck is equipped with a roll cage, first aid kit, and oxygen for those who may need it.
- Built from the ground up, WildSide 4x4 Tours is a privately held family owned Tour Company, that was designed exclusively for Estes Park. The owners had a passion for sharing the great outdoors with others and customized their tour trucks with that in mind. You won't find tour trucks like ours anywhere else in the world because each truck is designed with a trail specific purpose and terrain in mind.

## Park Passes For Rocky Mountain National Park Tours

- (Top of the World, Sunset, Elk Watching Tour)  
**We will buy your pass for you and you keep it!**
- **A vehicle pass is needed for all groups to get into the National Park.** We have prepaid passes that cost \$25 per group that we give to the guide, the guide will give that to the ranger at the ranger station. They will sign and date the Park Pass and hand it back to the guide. The guide will give that Park Pass to your group by the end of the tour. If they do not, please let the office staff know.
- **If you have your own lifetime pass already** or if you have purchased your own pass prior to the tour we give you \$10 off per park pass you have that is needed to get your group into the park. We do not give a discount per person it is per pass.
  - If everyone in your group has their own pass we still only give a park pass discount for the total number of passes we would need to get your group into the park.
- **The park pass lasts for 1 day,** you can take the park pass we give to you by the end of the tour so you can upgrade your pass to last for 7 days. Simply give the 1 day pass to the ranger at the ranger station the next time you go into the park and for only \$10 you can upgrade your pass to last for 7 days. If you are 62 or over, you can purchase a lifetime pass for \$80 at the ranger station and this pass can pay for \$25 worth of that pass as well.

## What To Expect From Your Guides

We have the most experienced and well versed guides in Estes Park. We have driven so many Park miles and off-road miles that we have memorized these roads with constant use. Our guides have given hundreds if not thousands of tours. We emphasize continual education, cross training and all of the guides we hire are company certified before they give tours. All guides are CPR trained and have been trained to handle numerous unlikely scenarios if one arises. You are not part of their learning/training experience. Our guides are humble, willing to serve and attend to your needs. We work to combine serving our guests, educating with facts and bringing a touch of comedy for good measure.

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## **Comfort**

Next is your comfort. We are the only company that offers open air tours with all of the seats facing forward. All tour seats are designed for comfort, not sideways or rear-facing bench seats that you will find elsewhere.

## **Photography And Views**

Amazing views come from a convertible top that opens all the way to the center of the vehicle to see such things as the jagged mountain spires on Old Fall River Road or rushing waterfalls from snow melt. Old Fall River Road is a steep narrow canyon. If you aren't in a convertible up Old Fall River Road you have missed about 60% of the views and photos. The Trail Ridge Road highway is also surrounded by spires and waterfalls and spectacular views that our tops will help be able to see and enjoy to the fullest.

## **Attending To Your Needs**

You are why we are here. If you are thirsty or hungry we offer snacks and bottled water. If you are chilled we can offer a blanket, turn on a heater or offer an extra jacket if you have forgotten yours. We will listen to you to make sure you are comfortable and happy.

## **What About Rain?**

We run rain or shine. The only time we cancel a tour is if the park is shut down, for Hail, Ice, or for Park Tours thick Fog. The Park Tour Trucks have zip down windows for inclement weather. We also carry extra blankets and jackets. For our off-road trucks most of our vehicles are full open top trucks. If we have inclement weather we have full body suits called Frog Togs we give you that are wind and waterproof for your comfort. Please come prepared by watching the expected weather for your tour time and dressing accordingly incase what we offer does not work for you.