

## Frequently Asked Questions

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### **Q. How long has Black Bear Adventures been in business?**

**A.** Black Bear Adventures has been in business and operating bicycle tours for 6 years. We are a small family owned business and you will always deal directly with the owners of the company.

### **Q. What is included in the trip price?**

- All lodging
- All meals except for trips that include an off day and then the meals that day will be on your own
- Services of experienced guides
- Snacks and beverages between meals
- Van support during your ride and all transfers necessary once the tour begins
- Comprehensive trip information with detailed route profiles and que sheets
- All gratuities at hotels and restaurants
- Park and other entry fees
- Baggage transfers and portage
- Black Bear Adventures water bottle
- Black Bear Adventures cycling jersey
- Full mechanical support during your tour
- Not included: airfare and transfers to the tour origination point, alcoholic beverages, gratuities for guides and personal expenses

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**Q. How long are the daily rides? Do I have to ride the whole way?**

A. Daily distances vary and you should read each tour description for more specific information. We have also created a tour rating system that will help in choosing the tour that is most suitable for you. However, daily mileage is typically between 40 and 60 miles. With some tours daily mileage can be as much as 80 miles. At anytime during a tour you can catch a lift from the shuttle van.

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**Q. How many guides are on a tour and is there support on the road?**

A. Typically a Black Bear Adventures bicycle tour has 2 guides; one on the bike to accompany you on the road and the other driving the support van. There is always a Black Bear Adventures SAG van on the road accompanying you on your tour with its sole responsibility to ensure that the guests needs are fully taken care of.

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**Q. How large are the groups on your tours?**

A. It is our position that a small group of enthusiastic cyclists creates the ideal environment with which to travel. This afford us the opportunity to provide a superior customer experience. Our tour sizes typically range from 8 and 14 guests.

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**Q. If I am traveling alone but would prefer a roommate will you assign me one?**

A. Our tour prices are based on double occupancy. If you are traveling alone but would prefer to share a room we will do everything we can to assign you a roommate (like gender) but we can't guarantee that we will be able to do so. If we are not able to assign you a roommate then the tour specific single occupancy supplement will be assessed.

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**Q. How do I get to the start of the trip? How will I get to the airport at the trip's end?**

A. Detailed information about starting and ending times and locations, airport and hotel van transfer locations and transportation options will be included in tour information emailed to you. If you wish to make airline reservations before receiving this information, please contact us for times and locations of your trip start and end.

Each trip begins and ends in or near a town accessible by mass transit as noted in individual trip descriptions. If you wish to drive to the trip start, please review the trip information emailed to you or give us a call for departure times and parking options.

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**Q. Should I bring my own bike or can I rent one from you?**

A. Since we are a tour company designed for avid cyclists it is our position that you would be better served on your own bike, but we are well aware of the difficulty of flying with or the concerns of shipping your best friend. We would be more than happy to work with you to resolve these concerns or offer you options including renting bikes from us.

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**Q. You say your tours are for "Avid" cyclists, what does that mean?**

A. Black Bear Adventures bicycle tours are designed for the serious cycling enthusiast. This means that on a typical day you will cycle 50+ miles and be on the bike for 3+ hours. But although our tours are geared towards "Avid" cyclists we have had numerous guests join a stronger friend and only ride part of the day, taking advantage of the accompanying support van for a friendly shuttle to the inn.

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**Q. Does "Avid" cyclists indicate that your tours are only for those interested in riding fast?**

A. Not at all, although we are a tour company that caters to "Avid" cyclists we are a bicycle "Vacation" company and as such recommend that are guests ride at a pace that is well within their comfort zone and allows them the freedom to enjoy the journey without the pressure of having to "keep up".

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