

Appendix E

Pre-Ride Warnings and Documentation



**TECHNICAL
SAFETY BC**

Nov 2023 incident

Pre-experience Checklist (NOV 2023)

KNOW BEFORE YOU GO

Passenger Bobsleigh (Winter)



Checklist: Are you ready for Passenger Bobsleigh?

- | | YES | NO |
|---|-----------------------|-----------------------|
| 1. Are you between 14 and 75 years old?
<small>(14 and 15 year-olds will need to ride positioned in front of a parent or guardian in the sled. The ratio is 1:1, one adult for every youth. Guests over 75 years of age may participate providing they can meet the physical strength and dexterity guidelines below.)</small> | <input type="radio"/> | <input type="radio"/> |
| 2. Will you have a parent or guardian present to sign your waiver when arriving at the Whistler Sliding Centre (participants under 19 years only)? | <input type="radio"/> | <input type="radio"/> |
| 3. Do you weigh between 90 lbs (41 kg) and 285 lbs (129 kg) in full winter clothing? | <input type="radio"/> | <input type="radio"/> |
| 4. Are you between 4'6" (137 cm) and 6'8" (203 cm) in height? | <input type="radio"/> | <input type="radio"/> |
| 5. Do you have the physical strength to walk a steep grade, and lift yourself over the 3' (91 cm) high track wall? | <input type="radio"/> | <input type="radio"/> |
| 6. Do you have the physical dexterity to be able to strongly grip the sides of the sled? | <input type="radio"/> | <input type="radio"/> |
| 7. Are you in good general health? | <input type="radio"/> | <input type="radio"/> |
| If you have answered "NO" to any of the above, unfortunately, you will be unable to participate in our passenger bobsleigh activity, due to health and safety guidelines. | | |
| 8. Do you suffer from any heart conditions? | <input type="radio"/> | <input type="radio"/> |
| 9. Do you have any previous head, neck or back injuries? | <input type="radio"/> | <input type="radio"/> |
| 10. Are you or could you be pregnant? | <input type="radio"/> | <input type="radio"/> |
| 11. Do you have osteoporosis? | <input type="radio"/> | <input type="radio"/> |

We do not recommend taking part in our passenger bobsleigh activity if you are pregnant or suffer from a heart condition or any chronic, recent, or severe head, neck or back injuries or osteoporosis. This is due to the pressure (g-forces) put on the body during the ride which may aggravate these conditions, or in the case of osteoporosis cause compression fractures. The potential risks include but are not limited to motion sickness, bumps, bruises, ice rashes, head, neck and back injuries, sprains or broken bones.

4910 Glacier Lane
Whistler, BC
V8E 0C2

FREE GUEST PARKING!



Please arrive at the Whistler Sliding Centre's Guest Services building about 10-15 minutes before your session start time.

Got a question about your reservation?
Call 604-964-0040, or email info@whistlerslidingcentre.com.

KNOW BEFORE YOU GO

Passenger Bobsleigh (Winter)



Session Schedule: What should you expect?

Before you arrive, please fill in your online waiver for a smooth check-in process (waiver link [here](#) and in your confirmation email). Please check in at the Guest Services building 10-15 minutes prior to your session start time. Those who are not checked in at session start time will not be permitted to slide. Operations may be further modified for operational or regulatory reasons.

Check-In & Orientation (approx. 15 mins)

- ✓ Waiver check
- ✓ Weight & height check
- ✓ Safety orientation

Sliding (approx. 30 mins)

- ✓ Shuttle to the start in groups
- ✓ Watch pre-ride video
- ✓ Helmet fitting
- ✓ Bobsleigh ride with a trained pilot

Finish (approx. 15 mins)

- ✓ Photo with your pilot
- ✓ Find out your top speed and time
- ✓ Receive your free diploma & opportunity to purchase your ride video

Safety

Whilst sliding you will be feeling g-forces of several times your body weight pushing down on your body, speeds of up to 125 km/h, and the ride can be strenuous as it is a real sport experience. Before the ride, please ensure that you meet all physical requirements outlined above under "Checklist: Are you ready for Passenger Bobsleigh?".



For your own safety you must also:

- ✓ Have a basic understanding of English & the cognitive ability to understand/follow instructions.
- ✗ Not be under the influence of drugs or alcohol.
- ✗ Not be taking any medication that could impair judgement or physical dexterity to your session start time.

What to Bring/Wear*?



- ✓ Slim fitting, warm winter clothing
- ✓ Shoes with good tread (winter boots or runners)
- ✓ Gloves!
- ✓ Tie back long hair, remove loose jewelry
- ✗ Body-mounted cameras are not permitted
- ✗ Own helmets are not permitted, must wear Whistler Sliding Centre helmet.
- ✗ No ski & snowboard boots or high heels

*The Whistler Sliding Centre does not take responsibility for loss, theft or damage of personal belongings.

Spectators



Family and friends are welcome to come and watch your session from the track's public areas! All spectators must follow track safety procedures. No flash photography. Dogs must be kept on a leash at all times.

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KNOW BEFORE YOU GO

Passenger Bobsleigh (Winter)



FAQ

What will happen if I am over the weight or height limit?

Unfortunately if you do not meet our weight and height requirements you will not be able to participate, so we recommend ensuring you are within the limits before arriving at the centre to avoid disappointment.

Do I have to sign an activity waiver?

Yes, you will have to complete a waiver for yourself and any dependants under 19 years of age participating in the ride. For a smooth check-in process, please fill in our online waiver before you arrive (go to waiver [here](#) or through your booking confirmation). Should you have any issues with the online waiver, you can fill in a paper version on site upon arrival.

If I am under 19, can I bring a letter of consent from my parent or guardian?

Unfortunately we do not accept those, we need a parent or guardian present at the time of check-in.

What are the rules around photography/video/point of view cameras?

Participants are permitted to bring their camera devices at own risk, however during the ride those have to be zipped up in a pocket (or left outside the sled). For your safety, we do not permit the use of body-mounted cameras, handheld devices or selfie sticks whilst sliding. Flash photography is not permitted along the track. A video of your ride, recorded from cameras mounted on your sled, is available for purchase!

How do I get to the Whistler Sliding Centre?

All access options and directions are available here: www.whistlerslidingcentre.com/howtogether. There is free parking for guests at the Whistler Sliding Centre.

What is the Cancellation Policy?

You may cancel your booking up to 24 hours prior to your booked activity time to receive a full refund. Cancellations within 24 hours of the booked activity time incur a \$30 administration fee per booked guest. In the event that a session is cancelled (at the discretion of the Whistler Sliding Centre) participants will have the choice of a full refund or re-scheduling.

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Relevant Slides from Pre-experience presentation (NOV 2023)

Welcome to the
Whistler
Sliding Centre,
Olympic legacy
venue &
the fastest track in
the world!



Sport Experience

5

What is a sport experience?

- Unlike any roller coaster or amusement ride
- A pilot is controlling your sled
- Get a real taste of what a bobsleigh athlete experiences



This Experience

- Sleds reach speeds up to 125 km/h (75 mph)
- Experience 3-4 g-forces
- This will be felt on your back & neck

Competitive Bobsleigh Athletes

- Sleds reach speeds up to 155 km/h (95 mph)
- Experience 5-6 g-forces



You should not participate if you:

- Suffer from any heart conditions
- Have any previous head, neck or back injuries (e.g. vertebrae compression fractures, ruptured discs, concussions)
- Are or could be pregnant
- Have osteoporosis



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Body Positioning & Safety Rules

Four Golden Rules

1. Never let go!

Hold firmly onto both cables, in a manner that allows you to remain upright. Do not let go until instructed to do so.

2. Make yourself BIG (like the hulk).

Shrug your shoulders upwards and outwards to support the weight of the helmet and your head.

3. Stay Strong.

As you feel the G force increasing, let it compress you downward into your seat.



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Rule 4:

If the sled rolls over:

Our pilots are very experienced, however it is possible that a passenger sled could crash. Should you roll over:

- DO NOT LET GO!
- Make yourself as small as possible.
- The safest place to be is in the sled, the sides of the sled and your helmet will protect you.
- Track crew will come to assist you. Listen carefully to their instructions!



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If anyone should
feel nervous at any time,
for any reason,
please do not hesitate
to speak with us!



Feb 2024 Incident

Pre-experience Checklist (Feb 2024)

KNOW BEFORE YOU GO

Passenger Bobsleigh (Winter)



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1. Are you between 14 and 75 years old?
(14 and 15-year-olds will need to ride positioned in front of a parent or guardian in the sled. The ratio is 1:1, one adult for every youth. Guests over 75 years of age may participate providing they can meet the physical strength and dexterity guidelines below and are aware that with increasing age there is an increasing risk of injury, specifically back injuries.)
2. Will you have a parent or guardian present to sign your waiver when arriving at the Whistler Sliding Centre (participants under 19 years only)?
3. Do you weigh between 90 lbs (41 kg) and 285 lbs (129 kg) in full winter clothing?
4. Are you between 4'6" (137 cm) and 6'8" (203 cm) in height?
5. Do you have the physical strength to walk a steep grade, and lift yourself over the 3' (91 cm) high track wall?
6. Do you have the physical dexterity to be able to strongly grip the sides of the sled?
7. Are you in good general and physical health?

If you have answered "NO" to any of the above, unfortunately, you will be unable to participate in our passenger bobsleigh activity, due to health and safety guidelines.

8. Do you suffer from any heart conditions?
9. Do you have any previous head, neck or back injuries?
10. Are you or could you be pregnant?
11. Do you have osteoporosis, metabolic bone disease, or ankylosing spondylitis?
12. Are you taking an oral steroid on a regular basis?

If you have answered "YES" to any of the above, unfortunately, you will be unable to participate in our passenger bobsleigh activity, due to health and safety guidelines.

Do not take part in this sport activity if you are pregnant or suffer from a heart condition or any recent, or previous head, neck or back injuries or osteoporosis, metabolic bone diseases, ankylosing spondylitis or take an oral steroid on a regular basis. This is due to the pressure (G-forces) put on the body during the ride which may aggravate these conditions, or in the case of the items in Q11 and 12 cause compression fractures. The potential risks include but are not limited to motion sickness, bumps, bruises, ice rashes, head, neck and back injuries, sprains or broken bones.

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Safety

Whilst sliding you will be feeling G-forces of several times your body weight pushing down on your body, speeds of up to 125 km/h, and the ride can be strenuous as it is a real sport experience. Before the ride, please ensure that you meet all physical requirements outlined above under "[Checklist: Are you ready for Passenger Bobsleigh?](#)".

For your own safety you must also:

- ✓ Have a basic understanding of English & the cognitive ability to understand/follow instructions.
- ✗ Not be under the influence of drugs or alcohol.
- ✗ Not be taking any medication that could impair judgement or physical dexterity to your session start time.

What to Bring/Wear*?

- ✓ Slim fitting, warm winter clothing
- ✓ Shoes with good tread (winter boots or runners)
- ✓ Gloves!
- ✓ Tie back long hair, remove loose jewelry
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If I am under 19, can I bring a letter of consent from my parent or guardian?

Unfortunately, we do not accept those, we need a parent or guardian present at the time of check-in.

What are the rules around photography/video/point of view cameras?

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venue &
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the world!**



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Are You Ready to Slide?

2



- You have read and understood the **Know Before You Go** document?
- You understand that you are participating in a physically demanding, extreme sport.
- You understand that by participating in the Passenger Bobsleigh Sport Experience you are at risk of serious injury?
- You understand that in the past, 9 people have reported back injuries, of which 6 were confirmed vertebrae compression fractures?
- You understand that there is an ongoing investigation by Technical Safety BC as a result of the above back injuries?
- You understand that the above injuries have occurred during regular operation with no adverse conditions or events during the run?
- You understand that seat 4 in the bobsleigh has an increased risk of injury?
- You understand that people between the ages of 45 – 75 may be at increased risk of injury, and potentially females at an even greater risk?



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What is a sport experience?

- This experience is not a rollercoaster or amusement ride
- You will experience the same physical force as an Olympic athlete
- Core strength is key to reducing the impact of physical forces
- A qualified, athlete pilot is controlling your sled



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Speed & G-Force

7

This Experience

- Sleds reach speeds up to 125 km/h (75 mph)
- Experience 3-4 g-forces (up to 4x your weight)
- You will experience an incredible amount of pressure on your back and neck
- Position 4 in the sled experiences the most pressure
- We will assign you a specific position in the sled in consideration of safety and weight distribution

Competitive Bobsleigh Athletes

- Sleds reach speeds up to 155 km/h (95 mph)
- Experience 5-6 g-forces
- Athletes only tolerate 2-3 runs per day

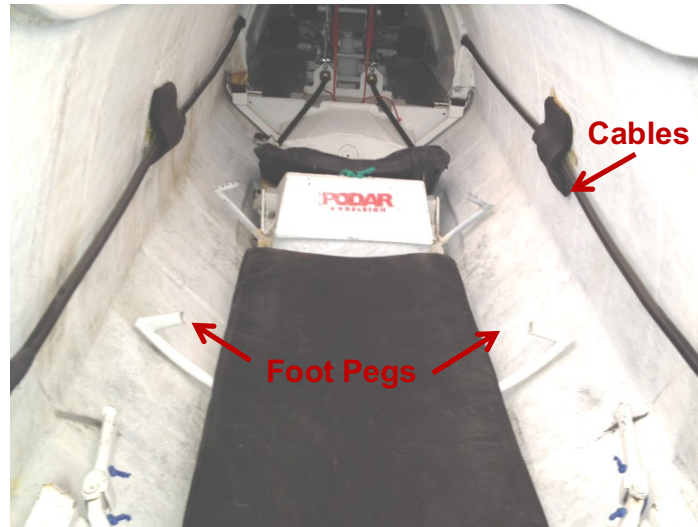


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Sled Position & Seating Arrangement

8

- For safety reasons, seating position will be assigned by our staff and is non negotiable
- It is important that everyone understands the difference in experience between the seating positions
- The 4th position puts the most pressure on your body (a lot more than the other seats in the sled)
- Place your feet on the foot pegs and hands on the cables



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You should not participate if:

- you suffer from any heart condition
- you have had a previous or current head, neck or back injury
(vertebrae compression fractures, ruptured discs, concussions, etc.)
- you are or could be pregnant
- you have osteoporosis, metabolic bone disease, ankylosing spondylitis or take an oral steroid on a regular basis



Body Positioning & Safety Rules

Four Golden Rules

1. Never let go!

Hold firmly onto both cables, in a manner that allows you to remain upright. Do not let go until instructed to do so.

2. Make yourself BIG (like the hulk).

Elbows out, be one with the sled, and engage your core.

3. Stay Strong.

As you feel the G forces increasing, engage your core, keep a straight back, and don't lean forward.



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Rule 4:

If the sled rolls over:

Our pilots are very experienced, however, it is possible that a passenger sled could crash. Should you roll over:

- DO NOT LET GO!
- Make yourself as small as possible.
- The safest place to be is in the sled, the sides of the sled and your helmet will protect you.
- Track crew will come to assist you. Listen carefully to their instructions!



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If the sled slides backwards at the finish:

There is a slight chance that the sled might start to slide backwards down the track, if it does not make it fully up the outrun to the finish dock.

- Remain calm & stay in the sled!
- Keep holding on to the cables.
- The sled will come to rest in the low-point of the track after oscillating directions a few times.
- Track crew will come to assist you!
Listen carefully to what they are instructing you to do.



If you are at all apprehensive about this sport activity we will refund 100% no questions asked.



Are you ready to slide? Sign off document.

ARE YOU READY TO SLIDE?



First Name _____ Last Name _____

	Yes	No
You have read and understood the Know Before You Go document?		
You understand that you are participating in a physically demanding, extreme sport?		
You understand that by participating in the Passenger Bobsleigh Sport Experience you are at risk of serious injury?		
You understand that in the past, 9 people have reported back injuries, of which 6 were confirmed vertebrae compression fractures?		
You understand that there is an ongoing investigation by Technical Safety BC as a result of the above back injuries?		
You understand that the above injuries have occurred during regular operation with no adverse conditions or events during the run?		
You understand that seat 4 in the bobsleigh has an increased risk of injury?		
You understand that people between the ages of 45 – 75 may be at increased risk of injury, and potentially females at an even greater risk?		

Signature _____ Date _____ (dd/mm/yyyy)