FERNIESTOKE SHUTTLE

Frequently Asked Questions (FAQ)

What are the operating dates for the FernieStoke Shuttle this winter ski season?

- The operating days are in line with opening and closing dates of Fernie Alpine Resort. If opening is delayed or closing is earlier the shuttle schedule will automatically adjust to the new dates.
- The Daytime Service (Morning & Afternoon Routes) run daily from December 4, 2026 (Opening Day at Fernie Alpine Resort) until April 11, 2027
- The Evening Service (Evening Route) runs daily from December 18, 2026, until March 28, 2027.

VIEW schedule for December 4 – 17, 2026 (this schedule will also run March 29 – April 11, 2027)
VIEW schedule for December 18, 2026 – March 28, 2027

What are the hours of operation of the shuttle?

- Go to the App Home Screen and click on the 'View Shuttle Schedule & Route' button. You can also go to www.FernieSkiShuttle.com for all the details. The routes and times adjust between morning vs afternoon vs evening. You can also track shuttles up to the minute on the App Map Screen.

How do I buy tickets for the shuttle?

- Buy ride passes directly from the app. It's the only way, and if you buy the pack of 10 you save one ride!
- You will need to create an account on the App to purchase and redeem shuttle passes.
- **All Passes are only valid for the current ski season and are not refundable**.

I have purchased passes but need to transfer them to family or friends to use, how do I do that?

- Yes, you can by providing them the purchased pass ticket code or sending them a screenshot (or print out) of the valid pass QR Code for scanning with the shuttle driver. However, when possible, passes should be purchased on the shuttle passenger's own mobile device for best convenience and experience.

How do I enter a promo code on the app?

- If you have been provided with a promo code, you will be required to create an account. Go to the Profile section of the App and click on 'Redeem Promo Passes'. Enter promo code & click Apply.

Ski Shuttle (FAQ) cont'd

How many seats are on the bus?

- There are approximately 12 seats on the bus. They are all first come first served. Seats cannot be reserved. Groups of over 6 are highly encouraged to hire a private charter or taxi through Tunnel 49 as the FernieStoke Shuttle doesn't not have the seating capacity for groups and cannot guarantee seats at any time.

Are there seat belts on the bus?

- No, there are no seat belts on these branded school buses.

Can kids ride the shuttle?

- Yes. Kids under 12 can ride the shuttle with a paying adult or guardian at least 16 years of age. Kids 5 and under are FREE with a paying adult/guardian. Anyone aged 6 and older needs a ticket to ride.

Is there a ski and snowboard rack on the bus?

- Yes, there is a ski rack on the back exterior of the bus, however it cannot hold ski poles which can be brought on-board. New this season, the ski racks can hold up to 10 skis and 2 snowboards at a time.
- ***NOTE: Passengers must load and unload their own skis/boards on the rack, the driver is not able to assist with this. Passengers are responsible for ensuring their gear is loaded securely. Ferniestoke Shuttle is not responsible for any damage or loss.***

What happens if I am waiting for the bus and it is full?

- If the bus arrives at your stop and it is full you will need to wait for the next one (check schedule) or arrange other transportation. Use the app to track the bus on the map. The buses generally do not fill up on a regular basis.

Can I use the shuttle buses for a private event?

- Not these specific FernieStoke Shuttle buses, but you can call or email Tunnel49 directly to inquire about their private shuttle and taxi services. PH: 250-423-5008 Email: Info@t49.ca

Does weather impact the shuttle service?

- Weather can be a factor in Fernie during the ski season. However, the buses are winterized, and the roads are plowed well throughout the shuttle route. Weather and other delays, such as 'powder day' traffic can cause shuttle delays. Use the bus tracking map on the app to see its location along the route and if for any reason the bus stops running for an extended period (blocked traffic, temporary road closure, etc.) a message will be displayed on the app, on the website at www.FernieSkiShuttle.com or you can call Tunnel49 at 250-423-5008.

If I have feedback on my ride or specific to the app, whom do I contact?

- Please email us at shuttle@tourismfernie.com with any feedback, concerns or to praise a driver!