

Frequently Asked Questions (FAQ)

Download the **Golden BC Shuttle app** (Android and iOS) to buy tickets easily, check the schedule and route, track the shuttle in real time, and receive relevant service updates.

What is the Golden Kicking Horse Connector shuttle?

The shuttle provides regular winter service in Golden, BC. It operates throughout the day between convenient locations in downtown Golden and **Kicking Horse Mountain Resort (the local ski resort)**.

Who is this service for?

Residents and visitors.

What are the shuttle's operating dates and days?

The shuttle service operates only during **Kicking Horse Mountain Resort's winter season**, from **December 12, 2025, to April 12, 2026**. Additional evening service is available on **Friday and Saturday evenings** during the main season, from **December 19, 2025, to March 29, 2026**.

Check the **Winter 2025–2026 schedule** [HERE](#). You can also view the schedule in the app.

Where can I check the pick-up and drop-off locations?

You can view pickup and drop-off locations on the shuttle website (www.goldenshuttle.ca) and in the app. Locations include major accommodations and convenient points around town.

How much does a one-way single ride cost?

A one-way ride costs **\$6.50**.

Please note: If paying in cash, **exact change is required**. Drivers do not handle cash or provide change. For a cashless option, buy tickets in the app.

How do I purchase my ticket?

You can buy tickets through the app by creating an account. Each ticket is one-way, and you can also purchase bulk tickets (4 or 10 rides) at a discount.

Please note: All tickets are valid only for the **current winter season** and are **non-refundable**.

I have purchased tickets in bulk, but need to transfer them to family or friends.

How do I do that?

You can share tickets by providing the **purchase PIN code** or sending a screenshot (or printout) of the valid **QR code** for the driver to scan. For the best experience, tickets should be purchased on the passenger's own mobile device when possible.

Can I buy a Season Pass?

Yes. A Season Pass provides unlimited use throughout the current winter season. Season passes are available for purchase on the shuttle website (www.goldenshuttle.ca) at the following prices:

- **Regular Adult Season Pass** — \$179
- **Youth (13–18) and Senior (65+) Season Pass** — \$99
- **Children 12 and under ride free**

Please note: Prices are subject to applicable taxes. Season passes are **non-transferable**.

How do I enter a promo code in the app?

If you have a promo or booking code, you will need to create an account. Once logged in, go to **Profile**, select **Redeem Promo Code**, enter your code, and click **Apply**.

How many seats are on the shuttle?

There are **21 seats** in the Connector, so shuttles may fill up during peak times.

Please note: Seating is **first-come, first-served** and cannot be reserved.

Are there seat belts?

Seat belts are available on board, and guests are expected to use them. However, individuals aged 18 and over are ultimately responsible for their own safety.

Can kids ride the shuttle?

Yes. Children **12 and under ride free** and do not require a ticket when accompanied by a paying adult or guardian aged **16 or older**. Anyone aged **13 and older** requires a ticket.

Is there a ski and snowboard rack on the shuttle?

There is no exterior rack available; passengers must bring their gear on board.

Please note: Passengers are responsible for securing their gear. The shuttle is not responsible for loss or damage to personal property.

What happens if the shuttle arrives full?

The shuttle operates on a first-come, first-served basis. If the shuttle arrives at your stop and is full, you will need to wait for the next one. You can check the schedule and track the shuttle in the app.

Please note: Boarding may be refused once the shuttle reaches capacity.

Does the weather impact the shuttle service?

The buses are winterized, and roads along the route are regularly plowed. However, winter weather and other factors, such as delays at the Canadian Pacific Railway crossing, may affect service. Use the app to track the shuttle's current location.

Please note: Service may be delayed, disrupted, or temporarily suspended due to weather, traffic incidents, or road closures. If service is suspended for an extended or unexpected reason, a notification will be sent to app users.

If I have feedback about the service, who should I contact?

Please email info@goldenshuttle.ca with any comments, concerns, or compliments for a driver.