FREQUENTLY ASKED QUESTIONS ABOUT THE CAVERNS

Q: What is the temperature in the cave?
A: The cave remains a constant 58° F all year, allowing tours to operate in all weather conditions. Most guests prefer a light sweater or jacket while on their tour.

Q: Is the cave wheelchair or stroller accessible?
A: Due to the layout of the cave, narrowness of some passageways, and number of steps, the cave is not wheelchair or stroller accessible.

Q: Will I get dirty on my cave tour?
A: Guests on the Crystal Palace Walking tour may get dripped on, but will not otherwise get dirty. Guests on the Wild Cave Expedition tours will most definitely get dirty.

Q: If I or a member of my group decide not to continue the tour, can we get a refund?
A: All cave tour purchases, both Crystal Palace and Wild Cave, are non-refundable. Please strongly consider the ability level and comfort level of your group members before purchasing a cave tour. If you have questions or concerns regarding the difficulty of tours, we are happy to give advice on which tour is best suited for your group. However, ultimately the decision is yours and refunds will not be given after a tour is purchased.

Q: Are bathroom facilities available in the cave?
A: There are no bathrooms in the cave. Please use the restroom before beginning your tour.

Q: Are animals allowed to be brought in the cave?
A: Due to the sensitive and fragile nature of the cave and its ecosystem, no animals are permitted inside.
Q: Can I walk through the cave on my own?
A: In order to protect and preserve the cave and ensure safety, all visitors entering the cave must be accompanied by a guide at all times.

Q: Is the cave dangerous?
A: Caves, by their very nature, can be dangerous environments. Please follow all staff instructions to ensure a safe and memorable experience. None of the wildlife in the cave pose a threat to humans.

Q: My question isn't listed here; how can I get more information?
A: Give us a call or send us an email! We'd love to hear from you and will happily answer any additional questions you may have. A more detailed FAQ specific to the Wild Cave Expedition tours can be found at wildcave.com/faq.html