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## Best of Canadian Rockies & West Coast with Journey through the Clouds (Rocky Mountaineer)

13 Days | 12 Nights

Calgary, AB

Tour Operates: 1 May to 15 Oct 2024

DM-RMR-BSTROCJTC

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### FAQ

- **Is this tour customizable? Yes. This tour is customizable except the Rocky Mountaineer portion. You may:**
  - Increase or reduce the number of days.
  - Change the itinerary to suit your idea of the tour.
  - Add or take away experiences.
  - Upgrade Hotel, Hotel Room category.
  - Choose to stay in quaint little Inns and Bed & Breakfast instead of hotels at some of your overnight destinations.
- **Is this tour an Escorted Tour with a Tour Director?** No. This is not an Escorted Tour with a Tour Director. Some services offered on an escorted tour such as check-in assistance by a dedicated Tour Director, etc. are therefore not offered on our Independent Tours. Commentary on sightseeing tours will be either a pre-recorded commentary or narrated by your driver-guide in English.
- **Are there fixed dates of departure for this tour?** No, our tour doesn't have just a few specific days when it leaves. It leaves every day during the season, so you can pick any day you like to start your adventure!
- **Will we be with the same group of people throughout this tour, like in an Escorted Tour?** No. On this tour, the people you travel with may change. You won't always be with the same group of people like you would be on an Escorted Tour.
- **How do we find the Shuttle for our transfer from YYC Calgary Airport to Banff?** Once your tour is confirmed, we will send you a service voucher. After you confirm your tour, you'll receive a service voucher. This voucher includes all the necessary directions for availing your motorcoach transfer to your hotel in Banff. Just follow these instructions, and you'll be set!
- **Can we book for a Private Transfer from Calgary to our hotel in Banff?** Yes. We do offer Private Transfer as an optional add-on service. Addition charges will apply.
- **How long does it take to get to OUR destination?** - 2 hours.
- **Are there any stops during our motorcoach transfer, or is it non-stop?** While our transfers are designed to be direct, they do include a few necessary stops. These are mainly for the purpose of picking up and dropping off guests at the major hotels. Apart from these limited stops, the transfer is pretty much direct.
- **Will we be dropped off right at our hotel in Banff** Definitely! We ensure that you are dropped off at your hotel in Banff in most cases - that's 99% of the time. Should there be any different arrangements for your transfer, you'll be notified at the time of your booking confirmation.

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- **How many pieces of luggage are we allowed on our motorcoach transfers?** Everyone of our motorcoach transfers allow you only one piece of standard airline luggage not exceeding 23 kilos per person. No luggage is allowed inside the cabin of the motorcoach other than a handbag.
  - **How will we transfer our bags from Banff to Jasper?** Your luggage will travel in the belly of the tour bus that will do the Icefield Parkway Tour from Banff to Jasper.
  - **How many pieces of luggage are we allowed on our tour-transfer from Banff to Jasper?** Our motorcoach tour-transfers allow you only one piece of standard airline luggage not exceeding 23 kilos per person. No luggage is allowed inside the cabin of the motorcoach other than a handbag.
  - **How many pieces of luggage are we allowed on the Rocky Mountaineer?** Guests travelling onboard the Rocky Mountaineer are limited to two checked pieces of luggage per person. Total checked luggage weight per person shall not exceed 30 kg (66 lb.). Each piece of luggage must have an identification tag attached to it that includes the guest's name, return address, and telephone number. Additional and oversized items, such as sports equipment, may be subject to a surcharge.
  - **Will someone come to my hotel to pick me up for the tours?** Yes, in most cases, you will be picked up from your hotel for the tours. We'll let you know for sure when we send your tour confirmations. If there's a time when you need to go to a pickup point for the tour, it will always be a short ride away, never more than 15 minutes by cab or Uber.
  - **How do we get to the Rocky Mountaineer Rail Station from our hotel in Jasper?** Your transfer from hotel in Jasper to Rocky Mountaineer Rail Station is already included in this package.
  - **Who takes care of our transfers in Kamloops?** This transfer is provided by Rocky Mountaineer.
  - **Who will take care of our accommodations in Kamloops?** The overnight stay in Kamloops is provided by Rocky Mountaineer and is included in the cost of this package.
  - **How will we transfer from the Rocky Mountaineer Rail Station in Vancouver to our hotel in downtown Vancouver?** Your transfer from Rocky Mountaineer Rail Station to hotel on downtown Vancouver is already included in this package.
  - **How do we transfer from Vancouver to Victoria?** The one-way tour from Vancouver to Victoria will include a transfer from Vancouver to Victoria. Your luggage will travel limited to one piece of standard airline luggage not exceeding 23 kilos per person. No luggage is allowed inside the cabin of the motorcoach other than a handbag.
  - **How do we transfer from Victoria to Vancouver International Airport (YVR)?** We have included a motorcoach transfer from Victoria to Vancouver International Airport (YVR). You must make your own way from your hotel in Victoria to the bus depot downtown for your transfer to Vancouver International Airport (YVR). Your luggage will travel limited to one piece of standard airline luggage not exceeding 23 kilos per person. No luggage is allowed inside the cabin of the motorcoach other than a handbag.
  - **Can we get a private transfer from our hotel in Victoria to Vancouver or Victoria Airport?** Yes. We do offer this transfer as a private transfer. This is offered as an optional add-on. Additional charges will apply.

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- **Is it necessary to sign a Waiver to participate in your tours?** In most cases, signing a Waiver is not required. However, if your tour package includes a tour component that is considered a soft adventure activity, you will be obliged to sign a Liability Waiver issued by the operator of that tour or activity. This requirement will be clearly indicated on your tour voucher. Additionally, for all participants under the age of 18, a parent or legal guardian must sign the Waiver on their behalf.
  - **Are there any specific dress code requirements for participating in the tours?** There is no formal dress code for our tours. However, we do request that clients dress modestly and appropriately according to the local weather conditions. For soft-adventure tours, there are strict dress code guidelines that must be followed for safety purposes. These specific requirements will be communicated to you at the time your tour is confirmed.
  - **Size of Coaches for Transfers and Tours - What are the sizes of the coaches used for transfers and tours?** For our transfers and tours, we use coaches of different sizes. Depending on the tour and the number of people, you might be on a big coach with 56 seats, a medium-sized one with 33 seats, or a smaller coach that has 24 seats.
  - **Are there entrance fees for National Parks in Canada?** Indeed yes. There are fees. All adults visiting All National Parks must buy a daily permit. This fee, generally \$10.50 per person per day, supports the upkeep of park services and amenities.
  - **Will we be picked up from our hotel for the motorcoach transfer to YVR Vancouver Airport?** Yes, you will be picked up directly from your hotel. The motorcoach will arrive at the designated hour in front of your hotel. Please be aware that the vehicle will wait no longer than three minutes. On occasion, you may be required to reach a designated pickup point on your own. The voucher you receive upon confirming your tour will have all necessary instructions for this transfer.
  - **Can we get a private transfer from our hotel in Victoria to Vancouver or Victoria Airport?** Yes. We do offer this transfer as a private transfer. This is offered as an optional add-on. Additional charges will apply.
  - **Can we expect to see wildlife on these tours?** While there is always a chance to spot wildlife during our tours, and such sightings are not uncommon, we must clarify that seeing wildlife is not a guaranteed aspect of our tours. Our guides possess extensive knowledge about the animals in the park and will gladly share information about them, should you see any wildlife or have questions about the local fauna.
  - **Is it safe to approach or touch wild animals based on their behavior?** Absolutely not. Under no circumstances should you approach, touch, or exit your vehicle to photograph wild animals, regardless of their apparent calmness or friendliness. Interacting with wild animals poses significant risks to both humans and the animals themselves.
  - **Is it mandatory to present Service Vouchers received from DMCi for availing confirmed services during our tour, including hotel accommodations and tours?** Yes, it is mandatory. To avail of the services confirmed for your tour, including hotel accommodations and tours, you must present a digital or printed copy of the Service Voucher provided to you by DMCi or your travel agent at the time-of-service confirmation. Failure to present this voucher may result in denial of services. Please note that in such circumstances, no refunds, substitutions, or alternative tours or services will be provided.
  - **Do clients need a Credit Card for Hotel Check-Ins?** It is mandatory for clients to provide a credit card under their name when checking in at hotels, lodges, and inns. The hotel typically places an authorization hold of

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\$500 to \$750 on the card for incidental expenses and possible damage. This hold is released within 72 hours after check-out, deducting any incurred charges.

- **Can we use Cash or a Debit Card instead of a Credit Card at Hotel Properties?** It is important to note that most of our hotel properties do not accept cash or debit cards as a substitute for a credit card. Guests are strongly advised to ensure they have a valid credit card available for use during their stay.
- **Do guests need to provide a Photo-ID during Hotel Check-In?** Absolutely yes. At the time of check-in, clients are required to present a government-issued photo-ID, such as a passport or driver's license. Please be aware that other forms of government-issued photo-IDs, like a Social Insurance Number card, health card, citizenship card, etc., may not be acceptable.
- **Resort Fees – are these included in our package?** No. Hotels do not allow prepayment of Resort fees. These fees must be paid direct to hotel unless included under inclusions in our offer.
- **What is the hotel check-in and check-out times?**

Check-in: 4 PM

Check-out: 11 AM

Early Check-in and Late-Checkouts require prior approval by the hotel. Additional charges, possibly an additional night charge will apply.

- **What is the policy in case your client's flight gets cancelled or delayed, or if they are unable to travel and join the tour for other reasons?** – DMCi Inc., our service providers, employees, contractors & sub-contractors etc. are responsible only for services booked through us. Therefore, your client's inability to travel or join the tour on time due any reasons including but not limited to delayed/cancelled flights, denied boarding, delayed/cancelled visas, refused admission into the country at the point of entry, health conditions, death in the family, etc. are not reasons for a refund or a substitution tour. If your client/s are unable to join the tour or fail to join the tour on time, no refund/substitution tour will be provided. DMCi Inc. is not responsible for any disruptions caused because of weather, traffic, road conditions, etc. All such circumstances should be covered by their Travel Insurance.

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### **For More Information on this Tour Package, Operating Dates & Tariffs,**

Contact our Destination Specialist @

Email: [sales@dmci.ca](mailto:sales@dmci.ca)

Phone: +1 (416) 425 8001 extn 1

[www.dmci.ca](http://www.dmci.ca)

