

FIT (Independent Touring) – Multi Destination Tour
Best of Canadian Rockies & West Coast + Rainforest to Gold Rush
[Rocky Mountaineer]



Calgary, AB, Canada

Product Code:

DM-MDT-BSTROCRGR

FAQ

- **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 Multi Destination 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?** The tour departs every day of the season. There is no such thing as tour departs only on certain fixed days like on a fully escorted coach tour.
- **Is this tour customizable?** Absolutely yes. This tour is fully customizable. Additional costs may apply depending on how much customization is required.
- **Will I be sitting with the same group of people on this tour like on an Escorted Tour?** No. The participants one each of the tour may vary.
- **Will I be picked up from my hotel for the tours?** In most cases yes. This information will be provided to you along with the confirmations. If you must travel to a tour pickup point, it is never more than 15 minutes by cab or Uber.
- **What size of coaches are used for transfers and tours?** We use 56-, 33- and 24-seater coaches for our tours and transfers.
- **Where is the Brewster Express desk located in the Calgary International Airport?** - For pick up at the Calgary International Airport, please proceed to Lane 23 (which is located outside across from exit door #7 and the Tim Hortons on the arrivals level). Your bus will arrive approximately 15 minutes prior to your departure time and your driver will check you in. As per AHS guidelines, you must wear your mask while onboard and maintain social distancing.
- **What happens if my flight arrives at the Calgary airport late and I miss my transfer?** - Guests can catch the next available transfer. We recommend providing your flight details upon booking so that our staff can anticipate any changes and ensure you will be well accommodated.
- **How long does it take to get from Calgary to my hotel in Banff?** – Approximately 2 hours.
- **Are the transfers direct or will there be stops along the way?** - All transfers are direct with limited stops for pick-up and drop-off at the major hotels.
- **Canada Park fees - Is it free to enter Banff and Jasper National Parks?** - No. Parks Canada requires all adult visitors to Canada's national parks to buy a permit for the duration of their stay to support visitor services and facilities. The park pass typically costs \$ 10.50 per person per day of stay in the Banff and National Park.

2074 Steeles Avenue E, Unit 1 & 2, Brampton, ON, L6T 4Z9

www.dmci.ca

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- **Banff Tour and Yoho National Park Tours (Day 2 & 3) – Will we be picked up from the hotel?** – Typically, hotel pick up is offered most Banff hotels. This information will be provided at the time of confirmation of your tour package.
- **Icefield Parkway Tour from Banff to Jasper (Day 4) – Should I wear warm clothing?** - Warm layers are recommended for the Columbia Icefield Adventure, as temperatures on the glacier can be significantly cooler. Sunglasses are also recommended for the Columbia Icefield Adventure to reduce the brightness of the sun's reflection on the glacier.
- **Will the tour bus transport my luggage from Banff to Jasper** – Yes. You are allowed one piece of luggage per person.
- **Tours from Banff and Lake Louise - do you offer door-to-door service?** - Yes. We offer pickups and drop-offs at all accommodations in Jasper, and all the major hotels in Lake Louise and Banff.
- **Transfer from hotel to Rocky Mountaineer Train Station- Will I be transferred from my hotel in Jasper to Rocky Mountaineer Train Station?** Yes. Our limousine will transfer you from your hotel to Rocky Mountaineer Train Station. We typically pick up at 6:00 AM.
- **Who will take care of my train station – hotel – train station transfers in Kamloops?** Rocky Mountaineer will take care of this transfer.
- **On arrival in Vancouver, will I be transferred from Rocky Mountaineer Train Station to my hotel in Vancouver?** Yes. Our limousine will transfer you from Rocky Mountaineer Train Station to your hotel in downtown Vancouver. The driver will meet you inside the Rocky Mountaineer Train Station with signage.
- **Will I be picked up from my hotel in Vancouver for our tour of Vancouver?** Yes. We pickup from most downtown Vancouver Hotels. If there is any change to this, we will update you on same at the time of confirming your bookings.
- **Will I be picked up from my hotel for my tour transfer to Victoria?** Yes. Hotel pickup is offered from most downtown Vancouver hotels.
- **Are the BC Ferry Tickets included in my Tour Package** – Yes. BC Ferry tickets are included in the cost of the tour package.
- **Am I allowed to stay in the coach while on the Ferry?** Not. You are required to leave the vehicle, take your valuables with you once you are parked on the ferry's deck, proceed to the seating area on the upper decks. Announcements will be made on arrival at destination for you to return to your vehicle. When leaving the vehicle to go upstairs to the deck, please note the painted image on the door through which you enter the stairwell. You must return to the same door to reach your vehicle without getting lost.

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- **Can I buy refreshments and food on the ferry?** Yes. The ferry is equipped with both convenience stores as well as a full restaurant.
- **How long is the ferry ride to Victoria?** The ferry departs from Tsawwassen Ferry terminal on the mainland (in Vancouver) and sails to Swartz Bay on Vancouver Island (Victoria). The sailing is approximately 90 minutes each way.
- **Will I be picked up from my hotel for my transfer from Victoria to YVR International Airport?** No. You must reach one of the downtown pick-up points or the Bus Depot, whichever is closest to your hotel on your own.
- **What should I wear on this tour?** We always recommend that you bring layers with you, even on those warm summer days since some sightseeing stops will be a little cooler than others. Wear some good walking shoes with grip; bring your camera, sunscreen, and some light snacks.
- **Are your tours wheelchair accessible?** - No. Unfortunately, the motorcoaches are not wheelchair accessible.
- **Will I see wildlife on these tours?** There is a chance of seeing wildlife on the tour and we often spot animals, however we do not guarantee seeing wildlife on any of our tours. Our guides have a lot of knowledge about the animals within the park and can fill you in about them if you see any wildlife or if you have any questions.
- **Wild Animals – Is it safe to approach wild animals? Is it safe to touch them if they behave friendly?** **ABSOLUTELY NO.** Neither should you get out of your vehicle to photograph them even if they seem to be calm and even friendly.
- **FAQ specifically related to Rocky Mountaineer Train Tour:**
 - **DO WE SLEEP ON THE TRAIN?** – The train does not have sleeper cars. You will spend your days on the train and spend your night(s) in a comfortable hotel. This way, you will not miss a moment of the stunning scenery along your journey
 - **DOES ROCKY MOUNTAINEER STOP FOR PHOTOGRAPHS ALONG THE ROUTE?** - No, but the train slows down at particularly scenic locations to ensure you have time for photographs.
 - **HOW DO WE GET SEATS ASSIGNED?** - When you check in, you will receive your pre-assigned seat and overnight accommodation in Kamloops, Whistler and Quesnel, or Glenwood Springs. If you have a special seating request, such as sitting near a friend who has booked separately, please advise us at least 45 days in advance. Please note we are unable to accommodate specific seat or coach requests.

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- **WILL THERE BE A RANGE OF CULINARY OPTIONS AVAILABLE TO MEET DIETARY REQUIREMENTS?** – The onboard menu will have a selection of options to cater to various tastes and requirements. If you have a specific dietary requirement, either an allergy or restriction, please inform us directly or through your travel professional at least 60 days prior to the train departure.
- **WHAT IS THE PROTOCOL CONCERNING GRATUITIES?** - Onboard train gratuities are included in prices. Gratuities are not included for driver guides, tour escorts, or hotel portage. If you are travelling on an organized tour, you may want to check with your Tour Director to confirm if gratuities have been included in your tour itinerary with your Tour Director.
- **AM I ABLE TO MOVE AROUND ONBOARD ROCKY MOUNTAINEER?** - One of the advantages of train travel is the spacious room afforded to all guests. We allow safe movement through your own coach, including an outdoor viewing area to enjoy fresh air, that is accessible only to guests in your coach.
- **AM I ABLE TO BRING MY PET ALONG?** - All pets or animals (excluding qualified service animals) are prohibited from travelling onboard Rocky Mountaineer. If you wish to travel with your service animal, please notify your Vacation Consultant or travel professional at the time of booking, or a minimum of 60 days prior to commencing travel with Rocky Mountaineer.
- **ARE MEALS INCLUDED?** - Meals that are included as a part of your itinerary will be noted with either B (Breakfast), L (Lunch), D (Dinner) on each package page. When you are not onboard the train, you may be able to add meal options to ensure breakfasts and dinners are pre-arranged for part, or all, of your itinerary—please contact your Vacation Consultant or travel professional. If you have purchased a pre-arranged meal, at most hotels you will be presented with a set menu. Meal plans vary by hotel.
- **WHAT WILDLIFE WILL WE SEE?** - There are wonderful opportunities for viewing wildlife on all our rail routes, and in our destinations. On any of our rail routes, you may see bear, elk, deer, moose, bald eagles, osprey, salmon, mountain goats, and bighorn sheep. Sightings are never guaranteed. If you do encounter animals, please act responsibly, maintain a safe distance, and never feed any wild animal.
- **IS TRAVELLING EASTBOUND BETTER THAN WESTBOUND?** - Our rail routes are spectacular in either direction and will include the same highlights and scenery. We encourage guests to choose the direction of travel based on their own schedule requirements and availability at the time of booking.
- **CAN I UPGRADE MY ACCOMMODATIONS IN KAMLOOPS, QUESNEL, WHISTLER, OR GLENWOOD SPRINGS?** - Rocky Mountaineer has secured the best available accommodation in Kamloops, Whistler, Quesnel, and Glenwood Springs. In Kamloops, Quesnel, and Glenwood Springs,

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you will overnight in moderate accommodation with essential amenities. We are unable to offer hotel upgrades for the overnight stops in these destinations.

- **MOBILITY REQUIREMENTS** - We make every effort to meet any special needs of our guests, as do our hotel partners. For guests using wheelchairs, we provide hydraulic lifts or ramps to get you on and off the train, and a coach with accessible washrooms can be pre- assigned. Please advise us or your travel professional of any mobility needs you have when you book. Further information is available on our website at www.rockymountaineer.com/preparing-to-go/mobility-and-accessibility.
- **LUGGAGE ONBOARD THE TRAIN** - Your luggage will be delivered to your accommodation in our midpoint destinations: Kamloops, Whistler and Quesnel, or Glenwood Springs. For all other destinations, please review your final travel documents for luggage handling details.
- **SMOKE-FREE POLICY** - To ensure the preservation of the fragile environment of the areas in which we travel, and for the comfort of all guests, there is no smoking or vaping of any kind. This includes cigarettes, cannabis, cigars, and e-cigarettes onboard Rocky Mountaineer, its vestibules, and restrooms, as well as inside or outside the stations, on the platforms, and near the tracks. We recommend that you prepare for the journey accordingly.
- **What is your policy should our flight be cancelled or delayed and therefore we are unable to join the tour?** – DMCi Inc. is responsible only for services booked through us. Therefore, your 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, health conditions, death in the family, etc. are not reasons for a refund or a substitution tour. If you are unable to join the tour or fail to join the tour on time, no refund/substitution tour will be provided. All such circumstances should be covered by your Travel Insurance.

Note

1. The Federal and/or Provincial health authorities may require that clients are double vaccinated and produce a vaccination certificate on demand. Please refer to [Health Canada](https://www.healthcanada.ca) site for most up to date information in this regard.
2. Federal, Provincial, Municipal Health Authorities and/or certain service providers may require clients to wear a face mask.
3. We recommend clients carry a digital/paper copy of their Vaccination Certificate on person to be produced on demand.

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

Contact our Destination Specialist @

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