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| <b>Tour Product</b>  | Rocky Mountaineer- First Passage to the West |
| <b>Product Code:</b> | DM-RMR-FPW                                   |
| <b>Markets:</b>      | NATA   |
| <b>Release Ref:</b>  | 1.01   |
| <b>Released on:</b>  | 04-Mar-24                                    |

### FAQ

- Is this tour customizable? No. This package is not customizable.
- Are you able to offer pre & post tours and accommodation? Yes. We do offer a range of pre & post tours and accommodation as an optional add-on.
- Is this tour a Rail only tour? Yes. This is a rail-only tour. No land services are included in this tour.
- Are there any fixed dates of departure for this tour? Yes. This tour has fixed departure dates.
- Will we be with the same group of people throughout this tour, like on an Escorted Tour? Yes.
- 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.
- Are transfers to and from Rocky Mountaineer Train Station included in our Rocky Mountaineer Package? Your Rocky Mountaineer Package includes coach transfers from select hotels in Vancouver, Banff and Lake Louise. Please refer to the attached list for information on the hotels that are serviced by this coach transfer.
- Can we upgrade our Train Station transfers to Private Transfer? Yes. We offer private transfer as an optional add-on. Please check with us about the cost of this upgrade.
- Who takes care of our transfers in Kamloops? This transfer is provided by Rocky Mountaineer.
- Who will take care of our accommodation in Kamloops? The overnight stay in Kamloops is provided by Rocky Mountaineer and is included in the cost of this package.
- Do we have to tip the Rocky Mountaineer Host on the train? Although tipping is not mandatory, guests are expected to leave a reasonable tip for the Rocky Mountaineer Hosts.
- 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

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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.
- 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 accommodation 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 \$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.

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- Resort Fees – are these included in our package? No. Hotels do not allow prepayment of Resort fees. These fees must be paid directly to the hotel unless included under inclusions in our offer.
  - What are 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)

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