



ROCKY MOUNTAINEER®

PREPARING TO GO

ALL ABOARD AMAZING



WELCOME ABOARD!

Thank you for choosing Rocky Mountaineer. We are excited to be part of your Canadian travel experience.

The preparation and anticipation of a trip can be almost as exciting as the holiday itself. We have created this guide for our guests to assist in the planning of a seamless travel experience. Inside you will find answers to our most frequently asked questions, as well as helpful tips and details. Our website rockymountaineer.com is also a valuable resource.

We believe that the more you know about Rocky Mountaineer, the Pacific Northwest, and the Canadian Rockies in advance of your trip, the more you will appreciate your time with us. We hope this guide provides useful information to enhance your Rocky Mountaineer holiday and we look forward to seeing you onboard!

A handwritten signature in black ink, appearing to read "Deb Paulsen".

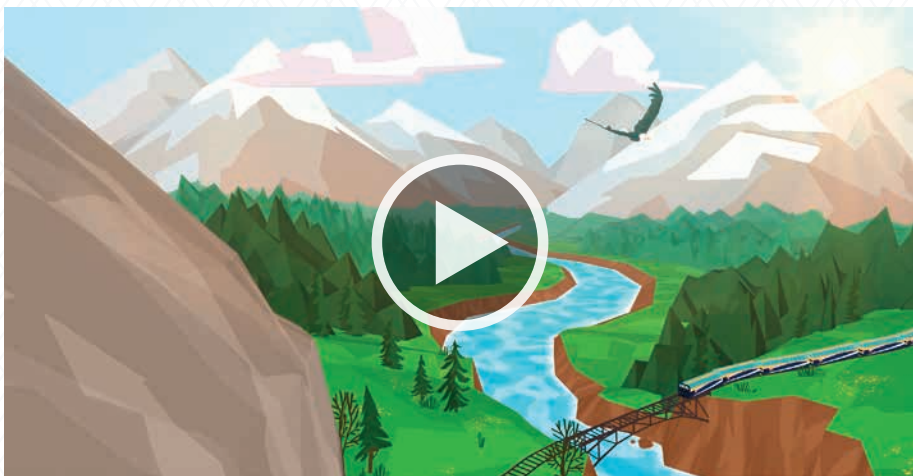
Deb Paulsen
Vice President, Guest Experience



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Your Guide to the Wild West



Before you venture into the wild, untamed Canadian Rockies, watch this short video on things you should know before you embark on your adventure. It is, after all, good to be a little prepared. Click [here](#) to watch **Your Guide to the Wild West**.

01

BEFORE YOU LEAVE HOME



What to pack for your Canadian Rockies and Pacific Northwest journey

In Alberta, British Columbia, and Washington State, temperatures vary significantly depending on location, time of day, and season. Kamloops, in particular, may be very warm in the summer, while in the alpine regions, weather can change dramatically in a short time. Please see page 6 for average daily temperature ranges.

We recommend that all guests be prepared for different weather conditions. Plan to bring a sweater, pants/trousers, and a light topcoat or raincoat, as well as lightweight summer wear to make your time onboard and in the Rockies the most comfortable. Spring and

fall weather conditions can often include cool temperatures and even snowfall, so warmer layers are encouraged during these times. Visit www.weather.gc.ca for up-to-date weather information.

What to pack while travelling onboard Rocky Mountaineer

Dress onboard Rocky Mountaineer is smart casual. We suggest that guests wear comfortable, cool layers as the dome coaches have expansive windows. Please bring onboard a light jacket or sweater as the air conditioning may feel just right for some, but a bit chilly for others. Temperatures fluctuate throughout the day as guests will be travelling through various climate regions. You may start your day in the cooler Canadian Rockies and end the day in a warm desert region.

Due to the natural movement of the train and the spiral staircase in GoldLeaf Service domes, flat-soled shoes with grip are recommended.



01 BEFORE YOU LEAVE HOME

Average Daily Temperatures Range

	Vancouver		Kamloops		Rockies		Whistler		Quesnel		Seattle	
	°C	°F	°C	°F	°C	°F	°C	°F	°C	°F	°C	°F
April	6-13	43-55	3-17	38-63	-3-9	27-48	0-12	32-54	-1-14	31-57	3-16	37-61
May	9-17	48-63	8-21	46-70	0-14	32-57	4-16	39-61	4-19	39-66	6-20	43-68
June	12-20	54-68	12-25	54-77	3-21	37-70	7-20	45-68	8-23	46-73	8-23	46-73
July	14-22	57-72	14-29	57-84	7-24	45-75	9-24	48-75	10-25	50-77	10-26	50-79
August	14-22	57-72	13-28	55-82	5-22	41-72	9-24	48-75	9-25	48-77	10-26	50-79
September	11-19	52-66	9-22	48-72	2-16	36-61	6-20	43-68	5-20	41-68	7-24	45-76
October	7-14	45-57	3-14	37-57	-3-10	27-50	2-11	36-52	1-12	33-54	5-17	41-63

For your comfort, we recommend that you bring a day pack or bag which is small enough to fit at your feet onboard the train as there is no overhead or under seat storage and you will not have access to your checked luggage. Please bring onboard:

- A hat/cap and sunglasses for sunny days in the dome
- All medications, valuables, travel documents and personal items

You may also wish to bring aboard a laptop, tablet, mobile device with headphones, camera, and extra batteries. Please note, limited electrical outlets are available onboard the train. There is also no Wi-Fi internet access onboard and much of the train route is out of cell phone range due to the train travelling through remote parts of Canada. There will be cell service available in major urban centers. Please use the outdoor viewing area for phone calls.

Our team will make every effort to keep you comfortable throughout your journey with us.

Luggage Allowances

Guests travelling onboard Rocky Mountaineer are limited to two suitcases per person (total luggage weight not to exceed 30 kg or 66 lbs) of checked luggage. No one piece of luggage may weigh more than 23 kg (50 lbs). All baggage or articles are accepted and transported subject to Rocky Mountaineer's luggage policy. Oversized items (i.e. sports equipment), may be subject to a surcharge. Some holiday packages have other luggage restrictions due to accommodation or transportation inclusions. Please refer to your travel documents.

Guests are prohibited from carrying firearms, flammable, hazardous, illegal, or radioactive materials, and some food items. Rocky Mountaineer will not be liable for any luggage containing such materials. If you have any questions on specific items please refer to US Customs and Border Protection www.cbp.gov and the Canadian Border Services Agency www.cbsa-asfc.gc.ca



01 BEFORE YOU LEAVE HOME



Luggage Handling

Mid-point Destinations:

Kamloops, Quesnel and Whistler

Your suitcases will be delivered to your hotel room on each night of your train journey. Each piece of luggage must have an identification tag attached which includes a name, return address, and telephone number.

Final Destinations:

Jasper, Banff, Lake Louise and Vancouver

If you have booked your accommodation through Rocky Mountaineer in a partner hotel, luggage will be delivered to your hotel, otherwise you will collect it at the station upon arrival.

Coastal Passage Guests, from Seattle to Vancouver

Guests travelling northbound on the Coastal Passage route from Seattle to Vancouver will be required to handle their own luggage when going through security and Customs. Upon clearing Canada Customs, Rocky Mountaineer representatives will assist guests with their luggage to the motorcoach transfer.

Experience Tours and Sightseeing Tours

Please refer to your travel documents for specific details on luggage handling associated with your tour.

Passport and Visa Requirements

All visitors to Canada will require appropriate ID, passports, and documentation for all family members.

Entry into Canada

Depending on your citizenship, you may require a visa to enter Canada. Some international travellers who fly to Canada will need to apply for an Electronic Travel Authorization (eTA),



prior to boarding a flight to Canada. Please visit <http://www.cic.gc.ca/english/visit/eta.asp> to determine if you need an eTA for entry into Canada. We strongly recommend that you visit www.cic.gc.ca for additional entry requirements for Canada.

Entry into USA

All guests travelling on Rocky Mountaineer's Coastal Passage route between the USA and Canada will require a valid passport and/or visa (depending on your citizenship). Please visit the United States Bureau of Consular Affairs websites <http://travel.state.gov> and <https://esta.cbp.dhs.gov> for current entry requirements into the USA, and to see if you are from an eligible country for the Visa Waiver Program (VWP). **All International guests travelling to the USA are required to visit the ESTA site and complete the form as soon as travel is planned.** If you are from an eligible country that is currently enrolled in the Visa Waiver Program, you can expedite your entry through United States Customs and Immigration by completing your Visa Waiver electronically.

It is the responsibility of each guest to identify and obtain the necessary paperwork and visas before the start of their trip, for entry into Canada and/or the USA. Permission to enter the United States or Canada is granted solely at the discretion of Customs and Immigration officers.

Certain types of products are regulated or prohibited when travelling between Canada and the USA (including restricted food items such as meat, fruit, vegetables, plants, soil, and products made from animal or plant materials).

Rocky Mountaineer is not responsible for guests who are refused entry into Canada or the United States because of inadequate documentation, for other causes, or for inadmissible reasons, such as criminal driving offences.

Travel Insurance

Rocky Mountaineer strongly recommends that all guests obtain comprehensive travel insurance including cancellation and medical coverage while travelling in Canada and the United States. If you require travel insurance, please contact your travel professional or a Rocky Mountaineer Vacation Consultant.

Rocky Mountaineer assumes no liability regarding provision of medical care. Guests are urged to check their insurance coverage prior to departure to be sure it is adequate.

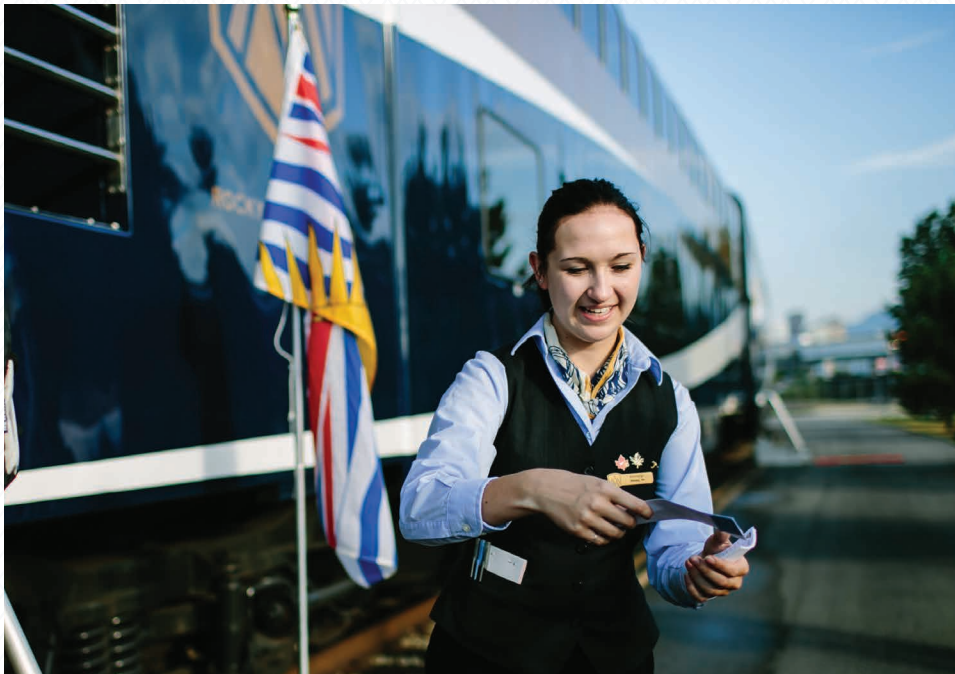
Itinerary Changes

Canada will be celebrating its 150th Birthday this year and we expect it will be a busy summer. Please review your itinerary closely as last minute changes may be difficult to accommodate.



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02

TRAVEL DOCUMENTS & RAIL CHECK-IN PROCEDURES

Travel Documents

Your travel documents contain all of the information required before and during your journey. This includes your itinerary, important information about hotels, and check-in times. Please print your final travel documents and keep them with you at all times.

If you have booked a Rocky Mountaineer holiday package, your travel documents will generally be provided to you in advance of travel. Occasionally, due to the type of holiday booked, some guests will not receive their travel documents until arrival at their hotel or at the station on the day of departure. If you have been directed to collect your travel documentation from the train station on the morning of departure, please check-in 45 minutes prior to the departure time.

Check-in Procedures

Please refer to your Rocky Mountaineer travel documents for your check-in location and pick-up time.

At check-in, you will receive a boarding pass with your pre-assigned seat and overnight accommodation for Kamloops, or Whistler and Quesnel. If you have special seating requests, such as sitting near a friend who has booked separately, please advise Rocky Mountaineer at least 30 days in advance. We are unable to guarantee specific seat location, coach location or first or second meal seating requests.

Advance Rail Check-in Service is offered the night before rail departure at partner hotels in Seattle, Vancouver, Jasper, Lake Louise, and Banff. If you have booked your hotel accommodation through Rocky Mountaineer, please see a hotel representative for information on timings and location of the service, or refer to the Rocky Mountaineer website www.rockymountaineer.com/plan-your-trip/travel-documents-and-check-procedures

Upgrades

Did you know you can upgrade the rail portion of your journey if you are travelling in SilverLeaf Service? Your hotels will remain the same but you'll travel onboard Rocky Mountaineer in GoldLeaf Service. Upgrades can be purchased prior to travel by contacting your travel professional or Rocky Mountaineer. Upgrades may also be available at the station on the day of departure (subject to availability).

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TRAIN STATION TRANSFERS & LOCATIONS



Station	Route	Check-in Begins at Station
Banff Station CP/RM Station, Railway Avenue at Lynx Street	First Passage to the West	6:30 am
Jasper Station CN/RM/VIA Rail Station, 607 Connaught Drive	Journey through the Clouds	7:00 am
	Rainforest to Gold Rush	Check-in at Jasper hotel*
Lake Louise Station 200 Sentinel Road (meet at The Fairmont Chateau Lake Louise)	First Passage to the West	Check-in at The Fairmont Chateau Lake Louise
North Vancouver Station Corner of Phillip Ave & West 1st Street	Rainforest to Gold Rush	Check-in at downtown Vancouver hotel*
Rocky Mountaineer Vancouver Station 1755 Cottrell Street at Terminal Avenue (behind Home Depot)	First Passage to the West	6:40 am
	Journey through the Clouds	6:40 am
	Coastal Passage	7:10 am
Seattle – King Street Station 303 South Jackson Street	Coastal Passage	Check-in at The Fairmont Olympic Hotel

Visit rockymountaineer.com for station map locations. See the table above for check-in times at the train station if your transfers have *not* been arranged by Rocky Mountaineer.

*See travel documents for check-in details.

Please refer to your travel documents for transfer details and timings.

Transfers

For all guests in Vancouver, Jasper, Banff, and Seattle

Transfers between train stations and hotels need to be pre-booked. Please refer to your travel documents to see if train station transfers and luggage delivery to your hotel are included in your Rocky Mountaineer holiday.

For all First Passage to the West guests in Lake Louise

For guests travelling on the First Passage to the West route, we are pleased to offer complimentary motorcoach transfers between The Fairmont Chateau Lake Louise where all check-ins occur and the Lake Louise train station. **There is no guest check-in at the station.**

For Rainforest to Gold Rush guests

North Vancouver—Complimentary motorcoach transfers for Rainforest to Gold Rush guests are provided between select downtown Vancouver hotels and the North Vancouver Station. A specific pick-up time has been assigned based on your pick-up location. Please refer to your travel documents. **There is no guest check-in at the station.**

Jasper—For guests travelling on the Rainforest to Gold Rush route, we are pleased to offer complimentary motorcoach transfers between the Jasper Station and select Jasper hotels for all of our guests.

For all guests in Kamloops, Whistler and Quesnel while travelling onboard the train

All Rocky Mountaineer guests have a complimentary motorcoach transfer booked between the train station and hotel in Kamloops and/or Whistler and Quesnel. A Rocky Mountaineer representative will provide details on pick-up times for the next morning on the way to your overnight hotel.

At the End of your Rail Journey

Depending on the route and direction in which you travel, arrival in your destination ranges from late afternoon to early evening. Passenger rail travel in Canada is occasionally subject to unforeseen delays. While Rocky Mountaineer is treated as a priority on the train tracks it uses, occasional delays do occur. For that reason, please book accommodation in your arrival destination, and do not arrange connecting transportation, including flights, on this day. Rocky Mountaineer can arrange for airport transfers and additional hotel nights and tour options at the start or end of your rail journey with advance notice.

At the conclusion of your rail journey there can be long waits for taxi service. There are motorcoach transfers available for select Rocky Mountaineer partner hotels and we strongly recommend pre-purchasing your transfers at the time of booking, or 30 days prior to travel.

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04

ONBOARD ROCKY MOUNTAINEER



To provide the highest level of service and comfort, each guest will be assigned a specific seat and coach for their rail journey. Guests travelling on our Coastal Passage route will be assigned a different coach, seat, and Host than on their Canadian Rockies journey. Guests travelling on Circle Journeys will be assigned a different coach and Host for each leg of their rail journey. All coaches are equipped with restrooms and are temperature controlled for your comfort.

Rocky Mountaineer Hosts

Our Hosts are dedicated to attending to your needs while you are our guest onboard Rocky Mountaineer. In addition to serving you drinks, snacks, and meals onboard the train, our Hosts will share fascinating stories throughout your journey, point out wildlife and provide you with detailed maps and other information

highlighting your route. All Hosts and Train Managers receive world class guest training, and are experienced in safety protocols.

Should you have any questions, special requests, or concerns while travelling with Rocky Mountaineer, your Host, or Guest Services Manager would be more than happy to assist.

Gratuities for Hosts are not included in your package tour price. In Canada it is acceptable to recognize good service in a tangible manner, although this is entirely at your discretion. Rocky Mountaineer has developed guidelines tailored to each level of service as a reference. This can be found in the Service Recognition envelope onboard the train, and on rockymountaineer.com in the FAQs section. Gratuities can be paid by cash or credit card.

Smoking

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 policy including cigarettes, cigars, and e-cigarettes onboard Rocky Mountaineer, including vestibules, restrooms, or inside the stations. We recommend that you prepare for the journey accordingly.



04 ONBOARD ROCKY MOUNTAINEER

Meals and Beverages

Guests travelling on our rail journeys will be served breakfast, lunch, snacks, and alcoholic and non-alcoholic beverages onboard the train. Breakfast service will commence on the train shortly after departure; however, this may be several hours after leaving your hotel room, so we recommend having a light snack prior to departing your hotel.

Guests in GoldLeaf Service will be served in two seatings for breakfast and lunch. While the first half is being served in the lower-level dining room, beverages and a light snack will be served to the other guests in the upper dome. Guests in the first seating on day one will be in the second seating on day two and vice versa. We are unable to accommodate requests for first or second seating in advance of train departures.

Special Dietary Needs

If you have special dietary needs or food allergies, we would be pleased to accommodate your request. Simply advise Rocky Mountaineer directly, or your booking agent **at least 7 days in advance of boarding.**

Medications

As your checked luggage will not be accessible while onboard the train, all medications must be carried with you.

Boarding Assistance and Restricted Mobility

Pre-boarding and detraining for guests requiring special assistance is provided at all stations. Please advise Rocky Mountaineer at the time of booking if you require this service and additional assistance while onboard the train, and also notify the Station Team at check-in.

Please note that all pets or animals (excluding qualified service animals for guests with disabilities) are prohibited from travelling onboard the train.

Currency and Onboard Purchases

The currency used in Canada is the Canadian dollar. Onboard purchases including our merchandise items may be paid with VISA, MasterCard, American Express, Diners Club, Discover Card, pre-paid VISA, and pre-paid MasterCard. Exchange rates and transaction fees are determined by your credit card provider. VISA debit cards, debit, cash, or cheques are not acceptable. Cash is however accepted for gratuities.

We are proud of our selection of high-quality merchandise items for purchase onboard Rocky Mountaineer. Merchandise catalogues will be available onboard Rocky Mountaineer at your seat. By placing your order on the rail journey into Kamloops or Quesnel, we can fulfill the order during your overnight stay and you can enjoy your purchase the following day.



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05

KAMLOOPS, WHISTLER & QUESNEL OVERNIGHT STOPS



All guests overnight in Kamloops*, or Whistler and Quesnel, British Columbia to ensure that the rail journey takes place in daylight.

Kamloops www.tourismkamloops.com

Kamloops is located in the heart of the Thompson Okanagan region of British Columbia between Vancouver and the Canadian Rockies and is the overnight stop for guests travelling on the First Passage to the West and Journey through the Clouds routes. The name is derived from a Shuswap word meaning "meeting of the waters" because the city is nestled at a point in the valley where the North and South Thompson rivers meet. Complimentary shuttle service may be available to the downtown core if your hotel is not within walking distance. Please check the schedule with your hotel.

Whistler www.whistler.com

Whistler is a vibrant, four-season resort nestled in the Coast Mountains 120 kilometres (75 miles) north of Vancouver. Whistler is best known for Whistler Blackcomb, one of North America's top-rated ski resorts. It is fast becoming famous for its multitude of summer activities and outdoor adventure pursuits, including rafting, mountain biking, ziplining, and heli-hiking. Vancouver and Whistler were hosts of the 2010 Olympic and Paralympic Winter Games.

In order to provide a fresh air experience on the mountains and to preserve the pristine alpine environment, Whistler Blackcomb is a smoke-free environment. Smoking is prohibited anywhere

* Circumstances may necessitate the occasional accommodation change from Kamloops to the nearby resort of Sun Peaks.

on Whistler Blackcomb property, including lift lines, chairlifts, gondolas, hiking and bike trails, valley base areas, parking lots, and all bar and restaurant locations, including patios. Guests are only permitted to smoke in designated smoking areas.

Whistler Blackcomb Office (by the Whistler Gondola)
1-800-766-0449 / www.whistlerblackcomb.com

Whistler Visitor Centre (4230 Gateway Drive)
604-935-3357

Quesnel www.tourismquesnel.com

The city of Quesnel is the gateway to the North Cariboo region, with a history dating back to the Cariboo Gold Rush. Numerous shops and restaurants stay open late to afford Rocky Mountaineer guests the opportunity to explore this quaint city.

Overnight Hotel Accommodations in Kamloops or Quesnel

Rocky Mountaineer has secured the best available accommodation in Kamloops and Quesnel for our guests. You will stay in moderate accommodation with essential amenities to make your stay comfortable. Your Kamloops or Quesnel accommodation will be shown on your boarding pass. Your boarding pass will be provided when you check-in to board the Rocky Mountaineer train. If you require this information sooner, please call our Sales Centre at **1-800-665-7245** (Canada & USA) or **604-606-7245** within 30 days of travel.

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Grouse Mountain, North Vancouver, BC



Pike Place Market, Seattle, Washington

06

DESTINATIONS



West Coast

Vancouver www.tourismvancouver.com

Surrounded by stunning natural beauty, Vancouver is considered to be one of the most desirable places to live or visit in the world and a departure point for Alaska cruises. A cosmopolitan city nestled between the Pacific Ocean and the Coast Mountains, and blessed with green spaces galore, Vancouver is an outdoor playground waiting to be discovered. Vancouver is also home to world-class entertainment, an abundance of first class restaurants, and a diverse range of shopping options.

Vancouver Tourist Info Centre
(Plaza Level, 200 Burrard Street)
604-683-2000

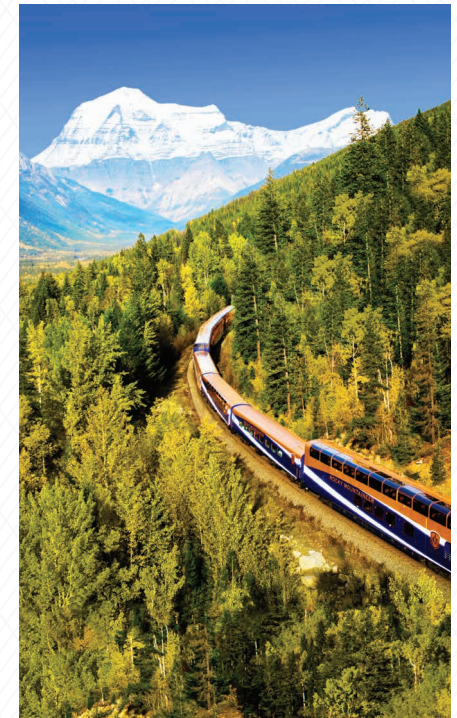
Seattle www.visitseattle.org

A thriving port and departure point for Alaska cruises, Seattle stands as the largest city in the Pacific Northwest. Among the city's biggest draws is Pike Place Market, with more than 190 craftspeople, 100 farmers, and 200 businesses, and the world's first Starbucks coffee shop. Visitors can take in a 360 degree view from the 158 metre (520 foot) high observation deck at the iconic Space Needle, or enjoy great shopping, museums, arts, culture, and a diverse range of restaurants throughout the city.

Seattle Visitor Center (Upper Pike Street Lobby,
Washington State Convention Center)
1-866-732-2695

Canadian Rockies

The Canadian Rocky Mountains were formed millions of years ago as a result of the slow movement of the earth's crust and the grinding of massive glaciers, which sculpted the majestic Rockies during four major ice ages. It has been estimated that the oldest rock in the Canadian Rockies is over 600 million years old, and research has indicated that this mountain region was once ocean shoreline.



06 DESTINATIONS



As the resort towns of Banff, Lake Louise, and Jasper are located in National Parks, all development is strictly regulated and monitored by Parks Canada. Hotels in these regions are designed to preserve the pristine wilderness and are situated in the town centre and out of town. Hotel rooms may be configured differently than those in larger cities, and facilities and amenities such as air conditioning vary for each property. Rocky Mountaineer makes every effort to provide the best accommodation available for our guests, and works closely with our hotel partners to ensure an exceptional guest experience.

Banff www.banfflakelouise.com

The town of Banff is named after Banffshire in Scotland, the birthplace of two major financiers of the Canadian Pacific Railway. Nestled into the Bow Valley corridor within Banff National Park, highlights include the iconic Fairmont Banff Springs Hotel, bustling Banff Avenue, Bow River, the Sulphur Mountain Gondola, and Bow Falls.

Banff Information Centre (224 Banff Avenue)
403-762-1550



Lake Louise www.banfflakelouise.com

Known to the Stoney First Nation as Lake of the Little Fishes and called Emerald Lake by its first European visitor in 1882, Lake Louise was renamed in 1884 to honour Princess Louise Caroline Alberta, daughter of Queen Victoria. The village of Lake Louise offers a range of lodging, dining, and shopping. From the village it is a five minute drive to the lake. Please note, if you plan to dine at The Fairmont Chateau Lake Louise, it is recommended to make dining reservations by calling 403-522-1818 within 7 days prior to your arrival.

Lake Louise Information Centre (by Samson Mall)
403-522-3833

Jasper www.jasper.travel

Jasper is a small town of 4,700 people tucked away amid the mountains of the Canadian Rockies. Situated on a plateau overlooking the Athabasca Valley, it commands a view of the Colin Range to the east and of the jagged peaks along the Icefield Parkway to the south. Snowcapped Mount Edith Cavell, one of the most prominent mountains, is the centerpiece of the alpine skyline. North of the town, Pyramid Mountain towers above Pyramid and Patricia Lakes, popular summer boating, swimming, and picnic sites.

Jasper Visitor Information Centre
(500 Connaught Drive)
780-852-6176

Banff, Alberta



Lake Louise, Alberta

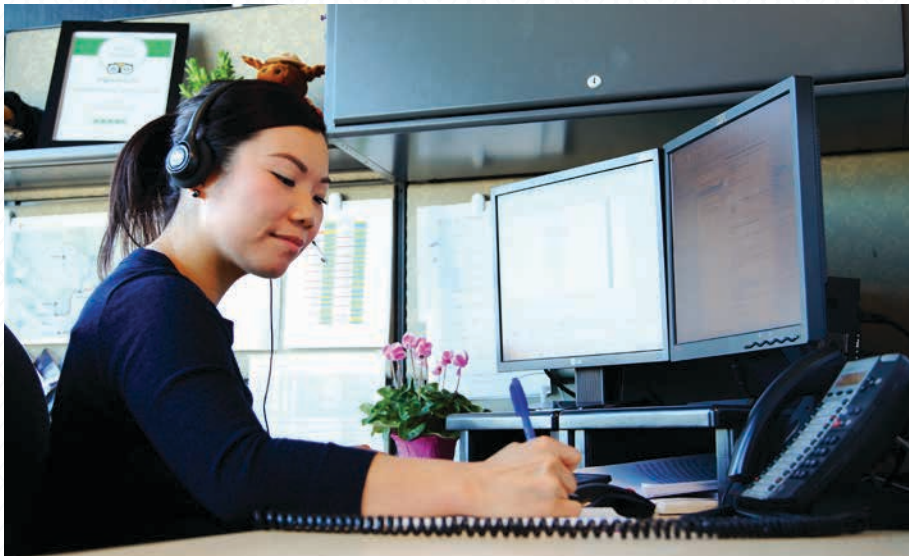


Flora, Fauna and Wildlife

The National Parks in the Canadian Rockies are a haven for flora and fauna. At the height of the flowering season, mid-July to mid-August, hundreds of wildflower species bloom in the Rockies. Trees of many different varieties landscape the park and our rail routes. Banff National Park alone is home to 57 species of mammals, 265 species of birds, more than 290 species of butterflies, and 19 species of fish. Today, thousands of elk inhabit the parks. You may also see the majestic bighorn sheep, black bears, grizzly bears, or moose. Bald eagles and osprey are prevalent along our routes.

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Guest Experience Centre - Assistance During Travel

The Rocky Mountaineer Guest Experience Centre is here to help. Should you require assistance while travelling or after your trip please email guestexperience@rockymountaineer.com or call toll free:

North America:	1-800-653-4105
Australia:	0011-800-195-01950
Austria, France, Germany, Netherlands, New Zealand, Sweden, Switzerland & United Kingdom:	00-800-195-01950
Ireland:	00 and/or 014-800-195-01950

Our Guest Experience Centre is open 7 days a week from 6:00 am to 9:00 pm (PST), including Statutory Holidays during our train operating season, and Monday to Friday from 9:00 am to 5:00 pm (PST), excluding Statutory Holidays during our non-operating season.

07

IMPORTANT INFORMATION



Contacting Police, Fire, or Ambulance in the Event of an Emergency – 911

To contact emergency services in Canada and the United States dial 9-1-1. While onboard Rocky Mountaineer notify the nearest Rocky Mountaineer personnel. If you require non-emergency medical assistance during your holiday we would be pleased to assist you. Simply ask your Host or contact the Guest Experience Centre.

Travel Arrangements Prior to Travel

Rocky Mountaineer Sales Centre
Phone: 604-606-7245
Toll-Free: 1-800-665-7245 (Canada & USA)
reservations@rockymountaineer.com

Visit www.rockymountaineer.com for full terms and conditions.

Time Zones

Vancouver, Kamloops, Quesnel, Seattle, and Whistler are in the Pacific Time Zone. Banff, Lake Louise, Jasper, and Calgary are in the Mountain Time Zone (MST), one hour ahead of Pacific Time (PST). Please note: 7:00 am PST is 8:00 am MST.

Smoking policy onboard Holland America Line:

For the comfort of all guests, beginning with sailings departing in 2017, all staterooms (cabins) including stateroom verandahs, showrooms, and most other indoor areas are designated non-smoking. Smoking is only

permitted on certain designated outside decks. The designated smoking areas for all ships are as follows unless otherwise noted:

Casino - Designated areas for active slot players, excluding the ms Oosterdam and ms Eurodam, which are non-smoking.

Sports Deck - in designated areas only.

Cigar and pipe smoking is not allowed anywhere inside the ship; it is only permitted on the outside decks where smoking is otherwise allowed. Electronic cigarettes and vaping devices are permitted in staterooms but are not permitted on stateroom verandahs. These devices may be used in all designated smoking areas listed above. Any guest who smokes inside staterooms in violation of the Holland America Line policy will be charged a \$250 USD cleaning fee per day of violation.

Your Guide to the Wild West

A short video on what you should know before you leave home:

rockymountaineer.com/before-you-leave

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WHEN YOU RETURN HOME



You may have been asked to provide your email address onboard the train. An online survey will be emailed shortly upon your return. We appreciate your participation in our guest feedback process, as your opinions help us continue to improve the experience for everyone. If you don't receive a survey and would like to provide feedback, please send an email to:
researchteam@rockymountaineer.com.

We would love to see you again, and invite you to book another trip onboard Rocky Mountaineer. Please contact your travel professional or Rocky Mountaineer at **1-800-665-7245** (Canada & USA), **604-606-7245**, or visit **rockymountaineer.com** to find out more about our holiday packages, special offers and sign-up for our newsletter.

Share the memories of your unforgettable train experience, be kept up to date with exciting news about new tours and special promotional offers, connect with other guests, and receive insider information on the Canadian Rockies through Rocky Mountaineer's online platforms and social media channels.



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