

# FREQUENTLY ASKED QUESTIONS.

➕ [CLICK FOR A FULL LIST OF FAQs.](#)

## ONBOARD THE TRAIN

### DO YOU SLEEP ON THE TRAIN?

Our 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.

### WHAT ARE ROCKY MOUNTAINEER'S HEALTH AND SAFETY PROTOCOLS?

Your health and safety is our highest priority. As government guidelines and industry best practices continue to evolve, we will continue to update and enhance our health and safety protocols. For the latest information, visit [www.rockymountaineer.com/health-and-safety](http://www.rockymountaineer.com/health-and-safety).

### 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 YOU ASSIGN SEATS?

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.

### WILL THERE BE A RANGE OF CULINARY OPTIONS AVAILABLE TO MEET DIETARY REQUIREMENTS?

Our 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.

### CAN CHILDREN TRAVEL ON ROCKY MOUNTAINEER?

Yes; however, depending on the rail route, a day onboard the train can be up to nine hours, which may be long for some children, and is not recommended for infants.

### HOW FAR DO I TRAVEL ON ROCKY MOUNTAINEER RAIL ROUTES?

First Passage to the West—about 955 kilometres (595 miles), Journey through the Clouds—about 900 kilometres (560 miles), Rainforest to Gold Rush—about 1,153 kilometres (717 miles), and Rockies to the Red Rocks—about 610 kilometres (379 miles). All journeys travel in daylight.

### WHAT IS THE PROTOCOL CONCERNING GRATUITIES?

Gratuities are not included in prices (unless indicated) for Rocky Mountaineer Hosts, driver-guides, transfers, tour escorts, or hotel portage, with the exception of Rockies to the Red Rocks packages where hotel portage is included in the pricing. While it is neither our place nor our wish to tell you how much to tip, gratuities in North America are often given in recognition of service excellence. You can find a recommended breakdown based on class of service and journey in the online FAQs section at <https://www.rockymountaineer.com/faq/onboard-experience>. 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 I 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.

## IN OUR DESTINATIONS

### DO I NEED A VISA TO ENTER CANADA OR THE USA?

Depending on your citizenship, you may require a visa to enter Canada. Some international travellers who fly to Canada may also need to apply for an Electronic Travel Authorization (eTA), prior to boarding a flight to Canada. Please visit [www.cic.gc.ca/english/visit/eta.asp](http://www.cic.gc.ca/english/visit/eta.asp) for more information. Similarly for travel to the USA, depending on your citizenship, you may require a valid passport and/or visa. Please visit <https://esta.cbp.dhs.gov/> for more information.

### WILL ONE-WAY CAR RENTALS BE AVAILABLE FOR GUESTS WHO WISH TO DRIVE TO/FROM THEIR TRAIN JOURNEY?

We understand you may wish to drive yourself to or from the train journey. Unfortunately, there are no self-drive options in Canada from Vancouver to the Canadian Rockies, but you can select a self-drive option that will take you to Calgary, where the nearest international airport is located. At this time, we do not offer self-drive options for our US route.

### ARE THERE ANY ADDITIONAL COSTS I SHOULD BE AWARE OF SURROUNDING MY RENTAL CAR?

Depending on the location, provincia or local governments may impose additional taxes, airport fees, or other surcharges upon automotive rentals. Please note that Self-Drive packages do not include gasoline and hotel parking, or the necessary National Parks Pass for your vehicle. There are also optional charges for additional drivers, insurance, GPS navigation, and/or car seats.

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

## TRANSFERS

### ARE TRANSFERS INCLUDED WITH THE TWO- & THREE-DAY RAIL JOURNEYS AND PACKAGES?

All journeys (including two- and three-day rail journeys) come with a motorcoach transfer in Kamloops, Whistler, Quesnel, or downtown Moab, as well as an available transfer in Glenwood Springs should you choose to use it. Additional transfers may be included in your package. If it is not already included, you can book a transfer as an add-on to your package with advance notice. Please see the package itineraries in this brochure, or speak to your Vacation Consultant or travel professional for full details.

## GROUP BOOKINGS

### IF I WOULD LIKE TO BOOK A GROUP ON ROCKY MOUNTAINEER, WHO DO I CONTACT?

For group bookings of 16 or more, you can contact your travel professional or our Groups team at [groups@rockymountaineer.com](mailto:groups@rockymountaineer.com).

## TERMS & CONDITIONS

For terms and conditions, please visit [www.rockymountaineer.com/terms-conditions](http://www.rockymountaineer.com/terms-conditions).



### PRICES

From prices displayed on the website are per person based on double occupancy.

Prices for singles, triples, and quads are available online as well. Prices and information on the website are subject to change without notice (see our Terms and Conditions).



### 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](http://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.



### WHEN TO TRAVEL

You can choose to travel during the spring, summer, or autumn on any of our rail routes. Each season offers a unique experience under very different conditions. For our Canadian rail routes, typically, early spring and late autumn offer our best pricing. For more information on what you can expect by season on each of our rail routes, turn to page 52.