



ROCKY MOUNTAINEER®

## MOBILITY REQUIREMENTS FORM

|                                |  |                  |  |
|--------------------------------|--|------------------|--|
| Your name:                     |  | Tour start date: |  |
| Booking #:                     |  | Package booked:  |  |
| Travel agency (if applicable): |  | Agent name:      |  |

### TRAIN REQUIREMENTS

**Important Note:** Please inform your Vacation Consultant if you are bringing a wheelchair onboard one of our trains at the time of your booking. Wheelchairs onboard our trains must be tied down for the safety of other guests and our onboard team. Due to space constraints, our engineers may have to make modifications to the seating arrangements of the train coach on your journey and these modifications must be carried out well in advance of your travel date. **Failure to disclose this information at the time of booking may result in we at the Great Canadian Railtour Company Ltd. (GCRC) and American Rocky Mountaineer LLC (ARM), operators of the Rocky Mountaineer in Canada and the USA respectively, denying boarding on the day of your travel.** We do not accept any responsibility for disruption to your journey on this account.

|                                                                                                                                                                                    |                             |                        |               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|------------------------|---------------|
| You are visually impaired:                                                                                                                                                         | YES                         | NO                     |               |
| You will be bringing a Service Animal*:                                                                                                                                            | YES                         | NO                     |               |
| You are hearing impaired:                                                                                                                                                          | YES                         | NO                     |               |
| You use a cane or walker:                                                                                                                                                          | YES                         | NO                     |               |
| Are you a person who uses a wheelchair?                                                                                                                                            | YES                         | NO                     |               |
| If yes, can you be transferred to a regular seat?                                                                                                                                  | YES                         | NO                     |               |
| Are you travelling with someone who can/will provide any assistance that may be required?                                                                                          | YES                         | NO                     | RELATIONSHIP: |
| You will be bringing a wheelchair:                                                                                                                                                 | YES                         | NO                     |               |
| If yes, what type of wheelchair?                                                                                                                                                   | FOLD-UP                     | ELECTRIC               | SCOOTER       |
| Can the wheelchair be transported separately (not on train)?                                                                                                                       | YES                         | NO                     |               |
| If the wheelchair is motorized, does it use:                                                                                                                                       | WET CELL                    | DRY CELL               |               |
| Wheelchair/scooter dimensions?                                                                                                                                                     | WEIGHT (LBS)<br>50 lbs. max | WIDTH (in.)<br>23" max | HEIGHT (in.)  |
| Is the wheelchair use for assistance only or daily use?                                                                                                                            | ASSIST ONLY                 | DAILY USE              |               |
| You can step up to 3 or 4 large steps on a:                                                                                                                                        |                             |                        |               |
| Motorcoach (bus)                                                                                                                                                                   | YES                         | NO                     |               |
| Train                                                                                                                                                                              | YES                         | NO                     |               |
| You require assistance walking 100 metres or more:                                                                                                                                 | YES                         | NO                     |               |
| You will require a wheelchair accessible transfer**:                                                                                                                               | YES                         | NO                     |               |
| You will be bringing oxygen equipment onboard the train (Note: there is a limit of 2 x 20 lbs tanks per person onboard the train. Only one could be stored at your seat at a time) | YES                         | NO                     |               |

#### \*Note on service animals

In the regions where Rocky Mountaineer operates, a recognized Service Dog is one that has been trained to perform (a) specific task(s) to assist a person with a disability. This definition does not cover or include "comfort," "stress" or "anxiety" animals whose sole purpose is to be present with their owner. On our Canadian routes, a recognized Service Dog is an animal that is certified by a government-licensed Service Dog trainer or trainer that meets the qualifications and standards of Assistance Dogs International or Guide Dog Federation.

#### \*\*Note on transfers

There are limited accessible services, including handy-van taxis, available in some of our destinations, while some of our destinations may have none. While we make every effort to have transfers available at our stations, there may be some delay before they become available. All accessible services are booked on a on request basis. If you are unable to board a motorcoach transfer with limited assistance and require a handy-van taxi, please advise us at the time of booking to confirm availability. Please contact your Vacation Consultant for more information.



## ROCKY MOUNTAINEER®

### HOTEL REQUIREMENTS

**Important Note:** Please be advised that if a **FULLY ACCESSIBLE** room is selected, the room will most likely come with: **Lower Sinks, Grab Bars, a Raised Toilet, a Roll-In Shower** (for wheelchairs), **Wider Doorways** and accommodate only **One Bed** (double occupancy).

|                                                                                                                                    |                          |     |                          |    |
|------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-----|--------------------------|----|
| You require a fully accessible room:                                                                                               | <input type="checkbox"/> | YES | <input type="checkbox"/> | NO |
| You are okay with only one bed in the room (most fully accessible rooms only have one bed):                                        | <input type="checkbox"/> | YES | <input type="checkbox"/> | NO |
| If a fully accessible room is not necessary, you request (please note that these requests cannot be guaranteed at all properties): |                          |     |                          |    |
| Grab bars:                                                                                                                         | <input type="checkbox"/> | YES | <input type="checkbox"/> | NO |
| A raised toilet:                                                                                                                   | <input type="checkbox"/> | YES | <input type="checkbox"/> | NO |
| A shower stool/bench in the bathroom:                                                                                              | <input type="checkbox"/> | YES | <input type="checkbox"/> | NO |
| A walk-in shower:                                                                                                                  | <input type="checkbox"/> | YES | <input type="checkbox"/> | NO |
| Flashing lights (for the hearing impaired):                                                                                        | <input type="checkbox"/> | YES | <input type="checkbox"/> | NO |
| A room close to an elevator:                                                                                                       | <input type="checkbox"/> | YES | <input type="checkbox"/> | NO |
| A Certified Service Animal at the hotel:                                                                                           | <input type="checkbox"/> | YES | <input type="checkbox"/> | NO |

### LAND/SIGHTSEEING TOUR REQUIREMENTS

**Important Note:** Depending on the type of tour and activities included, each of our tour partners have different abilities to meet mobility and accessibility needs. The motorcoaches do not offer hydraulic lifts for wheelchairs/scooters. You must be able to get on/off the bus without assistance. Please advise if you require:

|                                         |                          |     |                          |    |
|-----------------------------------------|--------------------------|-----|--------------------------|----|
| Assistance getting on/off the tour bus: | <input type="checkbox"/> | YES | <input type="checkbox"/> | NO |
|-----------------------------------------|--------------------------|-----|--------------------------|----|

### MORE INFORMATION

Please describe in detail any condition, illness, physical challenges, equipment used or facilities that may require special assistance during your travel.



## ROCKY MOUNTAINEER®

### DISCLAIMER

**You are solely responsible for reporting any mobility issues that may require special attention while on a vacation with Rocky Mountaineer at the time your reservation is made.** If you have any changes to your mobility requirements after booking, please update this form and resend as soon as possible. No changes after 60 days prior to travel are permitted. We will make reasonable attempts to accommodate your special requirements, but we are not responsible in the event we are unable to do so, nor responsible for any denial of services by hotels, restaurants, motorcoaches, taxis, or other independent suppliers. We cannot provide individual assistance to a guest for walking, dining, getting on and of motorcoaches, and other vehicles, or other personal needs. We strongly recommend a qualified and physically able companion to accompany those who need such assistance.

Not all locations including sightseeing stops accommodate wheelchairs and some locations and sightseeing activities require extensive standing, sitting or walking, sometimes on unpaved or uneven surfaces. We are not responsible for any missed activities due to your inability to participate. Most transportation services, including the touring motorcoaches and taxis, are not equipped with wheelchair ramps.

### If you are filling out the form for yourself:

I, the above Guest, hereby confirm that I have read and understand this Mobility Requirements Form. I have provided all the necessary information with respect to my mobility requirements, and the information set forth herein is complete and accurate.

I acknowledge that I am solely responsible for notifying GCRC or ARM if any of the information contained herein becomes incomplete or inaccurate following the date hereof.

|                                                                                               |  |
|-----------------------------------------------------------------------------------------------|--|
| Signature of guest (or signature of travel agent or GCRC Vacation Consultant, as applicable): |  |
| Printed name:                                                                                 |  |
| Date:                                                                                         |  |

Please email the completed form to [reservations@rockymountaineer.com](mailto:reservations@rockymountaineer.com)

### If you are filling out the form for somebody you are travelling with:

I, on behalf of listed Guest, hereby confirm that the above listed Guest has read and understands this Mobility Requirements Form, they have provided all the necessary information with respect to their mobility requirements, and the information set forth herein is complete and accurate.

I acknowledge that I am solely responsible for notifying GCRC or ARM if any of the information contained herein becomes incomplete or inaccurate following the date hereof.

|               |  |
|---------------|--|
| Signature:    |  |
| Printed name: |  |
| Date:         |  |

Please email the completed form to [reservations@rockymountaineer.com](mailto:reservations@rockymountaineer.com)

### If you are a travel agent or GCRC Vacation Consultant filling out the form on behalf of a guest:

On \_\_\_\_\_, 20\_\_\_\_, I received written and/or verbal confirmation from the above listed Guest that: (a) they have read and understand this Mobility Requirements Form, (b) they have provided all necessary information with respect to their mobility requirements, (c) the information set forth herein is complete and accurate, and (d) I am authorized to complete and sign this Mobility Requirements Form on their behalf, with the same effect as if signed by them.

|               |  |
|---------------|--|
| Signature:    |  |
| Printed name: |  |
| Date:         |  |

Please email the completed form to [sales@rockymountaineer.com](mailto:sales@rockymountaineer.com)

We require that you share your name, booking information and accessibility request with us to accommodate your mobility and accessibility needs. To learn about how we use and protect your personal data, go to our [Privacy Policy](#).