

Mobility & Accessibility

We make it as easy as possible for guests using wheelchairs to get on, off and around our coaches. Please read through the information below to see how we can accommodate your particular needs.

Rocky Mountaineer transfer motorcoaches will do their best to take you as close to your coach as possible. In situations where this may not be possible we are able to assist you with a wheelchair on the platform. Please notify a team member if you would prefer your personal wheelchair and we will try our best to accommodate. Please do not hesitate to ask our staff for pre-boarding assistance of any kind.

After you have comfortably boarded the train, your wheelchair will be transported separately to your destination ready for you when you arrive. Wheelchairs will need to be able to fold down into pieces of 50lbs or less for the health and safety of our employees transporting them. The same guidance as above applies for the use of scooters.

If you have any mobility or accessibility needs

Please complete our [Mobility Requirements Form](#) at the time of booking so that we can best prepare to make your journey as seamless as possible, and can advise on options that may be available depending on your specific needs and requirements. If you have any changes to your mobility needs since completing the form, please contact your travel professional or Vacation Consultant as soon as possible. No changes after 60 days prior to travel are permitted.

For guests who can transfer from a wheelchair to regular seat

We use a hydraulic lift to transfer you onto the train in your own wheelchair. Your wheelchair needs to be 23-inches (or less) wide to fit through the doorway. From there, we can transfer you onto a 15-inch-wide wheelchair that lets you move easily down the aisle of the railcar. Alternatively, if your wheelchair exceeds the measurements above, we can transfer you into our wheelchair prior to boarding the train. Our wheelchair can be used to transfer to the dining room (in GoldLeaf Service) as well as the washroom. We'll make sure that you're assigned to a rail car with an ADA Washroom that has wider doorways and grab bars. We can accommodate guests transferring from a wheelchair to regular seat in all service levels.

For guests using wheelchairs full-time

We use a hydraulic lift or a ramp to transfer you onto the train. Your wheelchair needs to be 23-inches (or less) wide to fit through the doorway. We can accommodate full-time wheelchair users with the use of tie-downs, in SilverLeaf Service only. There are a limited number of rail coaches with the tie-down feature, and while we will do our best to accommodate, this could restrict travel dates available to you. Meals will be served at the comfort of your seat, and we'll make sure that you're assigned to a train car with an ADA Washroom with wider doorways and grab bars.

Hydraulic lift may not be available for motorcoach transfers

Please note that our hydraulic lift will not be available for motorcoach transfers. If you're not able to board a motorcoach with minor assistance, please let us know at the time of booking as accessible transfers are extremely limited, or not available, in each of our destinations and they are booked on a request basis. Please complete the [Mobility Requirements Form](#), and speak to your Vacation Consultant or travel professional for more information.

Mobility and accessibility on sightseeing tours

We partner with the very best local tour providers to offer the sightseeing tours and excursions included in our curated packages. Our tour provider partners will do everything they can to accommodate any special needs, however depending on the type of sightseeing tour and activities included, each of our tour partners have different abilities to meet mobility and accessibility needs. Please complete the [Mobility Requirements Form](#), and speak to your Vacation Consultant or travel professional to discuss how our tour partners can accommodate your needs.

Accessible hotel room availability

We can also explore the availability of accessible hotel rooms - equipped with grab bars or shower stools or roll-in showers if required. You'll need to request accessible rooms when you make your booking so we can confirm availability of this specialized inventory with our hotel partners. As they do have limited accessible room options, it may be necessary to seek out alternate hotels.

Service animals

If you have a Service Animal, please advise Rocky Mountaineer at the time of booking and complete the [Service Animal Form](#) so we can be prepared for you and your companion.

If we missed anything, please [contact us](#) for additional information.