

TERMS & CONDITIONS: AEROPLAN EVOUCHERS



Aeroplan Credit eVouchers (“Credit eVouchers”)

Credit eVouchers may be obtained by Aeroplan Members through the redemption of Aeroplan Points on the Aeroplan e-Store. Credit eVouchers may be used towards the ticket price when making a booking for travel onboard the Rocky Mountaineer, operated by Great Canadian Railtour Company Ltd. (“Rocky Mountaineer”). Credit eVouchers are issued in the form of an e-mail which contains a Credit eVoucher number. The following terms and conditions apply to the use of Credit eVouchers:

Redemption and Validity

- May be redeemed only once to cover all or a portion of the ticket price, including all or a portion of any required deposit, taxes and surcharges, of a new booking of any rail or package product for travel onboard the Rocky Mountaineer. May not be redeemed for Rocky Mountaineer merchandise.
- Any difference of the amount of the ticket price, including any required deposit, taxes and surcharges, not covered by the Credit eVoucher must be paid separately.
- A maximum of one (1) Credit eVoucher may be used per seat booked.
- Each Credit eVoucher must be redeemed in full at the time of booking and can be applied only to one person on the booking. For greater clarity, if there are two (2) people on a booking, only two (2) Credit eVouchers will be accepted (one for each person).
- Valid for new bookings made directly with Rocky Mountaineer only from May 27, 2021.
- No expiry date. Valid for travel at any time with no blackout periods.
- Bookings must be made by calling the Rocky Mountaineer Sales Center at 1-800-875-9149
- May only be redeemed as described, cannot be resold, is not reloadable once redeemed and has no monetary or exchange value. Once redeemed, a Credit eVoucher is no longer valid.
- Rocky Mountaineer may deny the redemption of a Credit eVoucher it reasonably believes has been obtained by fraudulent means.

General Terms

- No activation, administration or other service fees.
- The amount shown on a Credit eVoucher is in, and will be applied to a booking in, Canadian Dollars.

Transferability

- May be transferred by the holder, prior to redemption, by contacting the Rocky Mountaineer Sales Centre at 1-800-875-9149. May not be transferred following redemption.

Lost or Destroyed Credit eVouchers, Undelivered Credit eVouchers, General Inquiries

- If a Credit eVoucher has been lost or destroyed, please contact the Rocky Mountaineer Sales Centre at 1-800-875-9149.
- Rocky Mountaineer is not responsible for any Credit eVoucher that is undeliverable or not received due to inaccurate delivery information, including without limitation an incorrect or non-existent email address. In order to ensure that delivery information has been entered accurately, Aeroplan Members should review all details provided.
- Information respecting a Credit eVoucher may be obtained by contacting the Rocky Mountaineer Sales Centre at 1-800-875-9149.

Modifications

- Rocky Mountaineer reserves the right to modify these terms and conditions at any time. Rocky Mountaineer will notify the holder of the Credit eVoucher of any changes by posting an updated version of these terms and conditions on rockymountaineer.com. It is the responsibility of the holder of the Credit eVoucher to regularly review these terms and conditions for any changes.

Booking Terms and Conditions

- Unless otherwise provided below, all confirmed bookings and resulting travel onboard the Rocky Mountaineer are governed by the applicable guest terms and conditions available at rockymountaineer.com/terms-conditions (the “Guest Terms”).
- The following terms apply to a confirmed booking made via the redemption of a Credit eVoucher, and supersede the Guest Terms only to the extent the following terms conflict with the Guest Terms:
 - *Cancellation by Rocky Mountaineer* If Rocky Mountaineer cancels the booking other than pursuant to the section “COVID-19” of the Guest Terms, the Guest Terms will apply to the portion of the booking paid by the holder in cash, and the redeemed Credit eVoucher will be reinstated and reissued in the name of the holder in respect of the portion of the booking paid by the holder via the redemption of that Credit eVoucher.
 - *Cancellation by Holder*. If the holder cancels the booking and, pursuant to the Guest Terms, the amount previously applied to the booking is to be returned to the holder (following the application of any applicable cancellation penalties) in whole or in part, such amount will be returned to the holder first by reinstatement and reissuance in the name of the holder of all or a portion of the redeemed Credit eVoucher, as the case may be, and second in cash.
 - *Refund of Future Travel Credit*. If Rocky Mountaineer refunds a future travel credit obtained in respect of a booking made via the redemption of a Credit eVoucher, the portion of the booking paid by the holder in cash will be refunded in cash, and the redeemed Credit eVoucher will be reinstated and reissued in the name of the holder in respect of the portion of the booking paid by the holder via the redemption of that Credit eVoucher.

Aeroplan Package eVouchers (“Package eVouchers”)

Package eVouchers may be obtained by Aeroplan Members through the redemption of Aeroplan Points on the Aeroplan e-Store, all in accordance with [RewardOps terms and conditions](#). Package eVouchers may be used towards the full ticket price, including all applicable taxes and fees, of the specific rail or package product indicated on the Package eVoucher for travel onboard the Rocky Mountaineer, operated by Great Canadian Railtour Company Ltd. (“Rocky Mountaineer”). Package eVouchers are issued in the form of an e-mail which contains a Package eVoucher number. The following terms and conditions apply to the use and redemption of a Package eVouchers:

TERMS & CONDITIONS: AEROPLAN EVOUCHERS



Redemption and Validity

- May be redeemed only once to cover the full ticket price, including all applicable taxes and fees, of the specific rail or package product and within the specific eligibility period for travel as indicated on the Package eVoucher.
- A Package eVoucher automatically expires on the day following the final date of the eligibility period for travel as indicated on the Package eVoucher. Once the Package eVoucher expires, it will no longer be valid and will no longer hold any value.
- Valid for new bookings made directly with Rocky Mountaineer only from May 27, 2021.
- Must be redeemed in full at time of booking.
- Must be redeemed at least 30 days prior to travel departure date.
- Not valid or combinable with any other Rocky Mountaineer promotions, discounts or other special offers.
- May be eligible for use with Aeroplan GoldLeaf Upgrade and Aeroplan Hotel Room Category Upgrade Offers, subject to satisfaction of eligibility criteria. Please contact the Rocky Mountaineer Sales Centre at 1-800-875-9149 for more information and any additional terms and conditions that may apply.
- Bookings must be made by calling the Rocky Mountaineer Sales Center at 1-800-875-9149.
- May only be redeemed as described, cannot be resold, is not reloadable once redeemed and has no monetary or exchange value. Once redeemed, a Package eVoucher is no longer valid.
- Rocky Mountaineer may deny redemption of a Package eVoucher it reasonably believes to have been obtained by fraudulent means.

General Terms

- No specific cash denomination.
- No activation, administration or other service fees.
- Selection of mid-point hotel(s) is at the discretion of Rocky Mountaineer.

Transferability

- May be transferred by the holder, prior to redemption, by contacting the Rocky Mountaineer Sales Centre at 1-800-875-9149. May not be transferred following redemption.

Lost or Destroyed Package eVouchers, Undelivered Package eVouchers, General Inquiries

- If a Package eVoucher has been lost or destroyed, please contact the Rocky Mountaineer Sales Centre at 1-800-875-9149.
- Rocky Mountaineer is not responsible for any Package eVoucher that is undeliverable or not received due to inaccurate delivery information, including without limitation an incorrect or non-existent email address. In order to ensure that delivery information has been entered accurately, Aeroplan Members should review all details provided.
- Information respecting a Package eVoucher may be obtained by contacting the Rocky Mountaineer Sales Centre at 1-800-875-9149.

Modifications

- Rocky Mountaineer reserves the right to modify these terms and conditions at any time. Rocky Mountaineer will notify the holder of the Package eVoucher of any changes by posting an updated version of these terms and conditions on rockymountaineer.com. It is the responsibility of the holder of the Package eVoucher to regularly review these terms and conditions for any changes.

Booking Terms and Conditions

- Unless otherwise provided below, all confirmed bookings and resulting travel onboard the Rocky Mountaineer are governed by the applicable guest terms and conditions available at rockymountaineer.com/terms-conditions (the "Guest Terms").
- The following terms apply to a confirmed booking made via the redemption of a Package eVoucher, and supersede the Guest Terms only to the extent the following terms conflict with the Guest Terms:
 - *Date Change.* Not more than once and subject to availability, the holder is entitled to change the date of departure to another date in the current calendar year within the specific eligibility period for travel indicated on the redeemed Package eVoucher, provided that such change request is received by Rocky Mountaineer prior to 60 days from the original date of departure.
 - *Cancellation by Rocky Mountaineer or due to COVID-19.* If Rocky Mountaineer cancels the booking, or the booking is cancelled pursuant to the section "COVID-19" of the Guest Terms, the holder may apply the booking to a new booking for the specific rail or package product indicated on the redeemed Package eVoucher on another date in the current calendar year within the same eligibility period for travel indicated on the redeemed Package eVoucher, or on another date in the next calendar year within such eligibility period for travel.
 - *Cancellation by Holder.* If the holder cancels the booking, the entire value of the booking will be forfeited, the redeemed Package eVoucher will not be reinstated, and no refunds, credits or alternative booking will be provided or applied.