



ROCKY MOUNTAINEER®

PLANNING CHECKLIST

We want to make sure your journey is as seamless as possible, so please set aside some time to review and complete all the relevant items below. If you have any questions or need to provide any of the details listed below, contact your travel professional or a Rocky Mountaineer Vacation Consultant at **1.800.665.7245** or reservations@rockymountaineer.com.

ALL GUESTS

PROVIDE YOUR MANDATORY GUEST INFORMATION IN THE GUEST PORTAL

Log in to the [Guest Portal](https://www.rockymountaineer.com/your-booking) (<https://www.rockymountaineer.com/your-booking>) to provide your mandatory guest information for each guest on your booking.

REVIEW OUR LATEST HEALTH & SAFETY PROTOCOLS

As government guidelines and industry best practices evolve on the prevention of COVID-19 and other viruses and illnesses, our procedures are evolving as well to be best in class. Please familiarize yourself with our latest [health & safety protocols](https://www.rockymountaineer.com/health-and-safety) (www.rockymountaineer.com/health-and-safety).

CHECK YOUR ITINERARY

Your itinerary is subject to change, so review your travel documents in the [Guest Portal](https://www.rockymountaineer.com/your-booking) (<https://www.rockymountaineer.com/your-booking>). You will receive your final documents 25 days before your package start date. When reviewing, confirm the following:

- Sightseeing tours: review if there are any tour partners you need to call in advance to confirm pick-up times and locations.
- Meals: confirm where meals have been included in your itinerary. If you would like to add more meals to your itinerary, please contact us or your travel professional.
- Transfers: confirm where these are included in your itinerary. Transfers to/from the airport and Rocky Mountaineer stations are not included in all our packages*. If they are not included and you would like to pre-purchase a transfer, contact us or your travel professional 60 days* prior to travel.

*Included in every itinerary: motorcoach transfers between hotels and Rocky Mountaineer train stations in Kamloops, Quesnel, and Whistler.

REVIEW PREPARING TO GO

To help with your planning and to ensure that you have a seamless journey with us, please review our [Preparing to Go](https://www.rockymountaineer.com/preparing-to-go) section of our website (<https://www.rockymountaineer.com/preparing-to-go>) which includes everything from [packing tips](#) to how to check in to your train departure and what to expect onboard the train.

BOOK TRAVEL INSURANCE

We strongly recommend you obtain comprehensive travel insurance including cancellation and medical coverage. If you would like to purchase travel insurance, contact us or your travel professional.

TELL US ABOUT SPECIAL DIETARY NEEDS OR ALLERGIES*

We try our best to accommodate special dietary needs and restrictions. Please advise us of your special dietary needs or allergies, at least 60 days* prior to travel. If you have a food allergy, please fill out our [Food Allergy Form](https://www.rockymountaineer.com/food-allergy-form) (www.rockymountaineer.com/food-allergy-form) and send it to your travel professional or to us at reservations@rockymountaineer.com.

*Depending on the severity of your allergy, we may not be able to accommodate your request. We are also not able to accommodate halal or kosher dietary requirements.

ADVISE US ABOUT ANY MOBILITY REQUIREMENTS

If you require boarding assistance or have specific mobility requirements, please fill out our [Mobility Requirements Form](https://www.rockymountaineer.com/mobility-form) (www.rockymountaineer.com/mobility-form) and send it to your travel professional or to us at reservations@rockymountaineer.com.



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REVIEW CANADA ENTRY REQUIREMENTS

Depending on your citizenship, you may require an Electronic Travel Authorization (eTA) prior to boarding your flight to Canada. Visit our [Canada Entry Requirements](https://www.rockymountaineer.com/preparing-to-go/travel-restrictions) page (<https://www.rockymountaineer.com/preparing-to-go/travel-restrictions>) for more information on current travel restrictions, and passport and visa requirements.

CHECK IN FOR YOUR TRAIN DEPARTURE

You have the option of checking in online 48 hours prior to your train departure, or in person at one of the guest centres the evening prior to your train departure. Review our rail [check in process](http://www.rockymountaineer.com/preparing-to-go/check-in) at www.rockymountaineer.com/preparing-to-go/check-in.

GUESTS WITH PRE-PURCHASED TRANSFERS

CONFIRM YOUR FLIGHTS

If you have a transfer included in your itinerary between the airport and your hotel, send us or your travel professional your flight details when you book your flights.

CONFIRM YOUR HOTEL

If you booked a transfer between your hotel and a Rocky Mountaineer station/platform but **did not** book your hotel through us, let us or your travel professional know where you are staying when you book.

GUESTS WHO BOOKED A SELF-DRIVE PACKAGE OR A RENTAL CAR THROUGH US

REVIEW OUR RAIL & DRIVE FAQ

To help answer questions about car rentals, review our [Rail & Drive FAQ](http://www.rockymountaineer.com/rail-and-drive) (www.rockymountaineer.com/rail-and-drive).

PURCHASE A NATIONAL PARKS PASS

You'll need to purchase a [National Parks Pass](https://www.banfflakelouise.com/parks-pass-online) (<https://www.banfflakelouise.com/parks-pass-online>) to drive through Jasper and Banff National Parks as it's not included in your package.

FAMILIARIZE YOURSELF WITH DRIVING LAWS IN CANADA

This includes our impaired [driving laws](http://www.justice.gc.ca/eng/cj-jp/sidl-rlcfa/) (www.justice.gc.ca/eng/cj-jp/sidl-rlcfa/).

* If you are within 60 days prior to your travel date, please contact us or your travel professional as soon as possible.