



ROCKY MOUNTAINEER®

## 2022 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](mailto:reservations@rockymountaineer.com).

### 30-60+ DAYS FROM TRAVEL DATE

**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.

**CHECK YOUR ITINERARY**

Review your travel confirmation documents in the [Guest Portal](https://www.rockymountaineer.com/your-booking) (<https://www.rockymountaineer.com/your-booking>). When reviewing, confirm the following:

- Vancouver transfers: if your booking includes transfers to/from the train station, please confirm you have selected which hotel you will be picked-up/dropped-off from. If you haven't selected the location, please contact us or your travel professional to confirm. If your booking does not include transfers to/from the train station, please make transportation arrangements to/from the train station.
- Banff, Jasper, and Lake Louise transfers: all bookings include transfers to/from the train station/siding, please confirm you have selected which hotel you will be picked-up/dropped-off from. If you haven't selected the location, please contact us or your travel professional to confirm.

**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<sup>†</sup> prior to travel. If you have a food allergy, please fill out our [Food Allergy Form](http://www.rockymountaineer.com/food-allergy-form) ([www.rockymountaineer.com/food-allergy-form](http://www.rockymountaineer.com/food-allergy-form)) and send it to your travel professional or to us at [reservations@rockymountaineer.com](mailto: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](http://www.rockymountaineer.com/mobility-form) ([www.rockymountaineer.com/mobility-form](http://www.rockymountaineer.com/mobility-form)) and send it to your travel professional or to us at [reservations@rockymountaineer.com](mailto:reservations@rockymountaineer.com) at least 60 days<sup>†</sup> prior to travel.

**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.

**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.

<sup>†</sup> If you are within 60 days prior to your travel date, please contact us or your travel professional as soon as possible.



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### 7-30 DAYS FROM TRAVEL DATE

**REVIEW YOUR FINAL TRAVEL DOCUMENTS**

You will receive an email with your final travel documents approximately 30 days before your package start date. 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).

**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 (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 DINNER RESERVATIONS**

To ensure you're able to enjoy the incredible dining experiences offered in each destination, we highly recommend making dinner reservations in advance of travel, especially in the Canadian Rockies. For hotel restaurants, we recommend to make the reservation within 14 days of your check in date.

### IF YOU BOOKED A SELF-DRIVE PACKAGE OR RENTAL CAR THROUGH US

**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.

**REVIEW OUR RAIL & DRIVE FAQ**

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

**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/).

### 7 DAYS OR LESS FROM TRAVEL DATE

**PRINT OR SAVE YOUR FINAL TRAVEL DOCUMENTS**

Your final travel documents include very important day-by-day information about your journey. As your itinerary is subject to change, please visit the [Guest Portal](https://www.rockymountaineer.com/your-booking) (https://www.rockymountaineer.com/your-booking) for the latest copy of your travel documents and print them or save them to your mobile device. Please always have your documents with you while travelling.

**RECONFIRM YOUR 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 reconfirm your contact information for each guest on your booking is still correct.

**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).

**REVIEW CURRENT TRAVEL UPDATES**

Check our [Current Travel Updates](https://www.rockymountaineer.com/travel-updates) (https://www.rockymountaineer.com/travel-updates) page for any Rocky Mountaineer travel updates that may be applicable to your journey with us.

### 48 HOURS OR LESS FROM TRAIN DEPARTURE TIME

**VISIT A GUEST CENTRE & CHECK IN FOR YOUR TRAIN DEPARTURE**

All guests must check in for their train departure, collect their boarding pass, and luggage tags. Review our rail [check in process](https://www.rockymountaineer.com/preparing-to-go/check-in) at www.rockymountaineer.com/preparing-to-go/check-in.



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