



ROCKY MOUNTAINEER®

2024 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.

TO ACCESS THE GUEST PORTAL

You will require your booking reference number, which can be found on your confirmation document, as well as the last name on your booking.

30-60+ DAYS FROM TRAVEL DATE

PROVIDE YOUR IN-TRAVEL CONTACT 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 in-travel contact 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:

CONFIRM YOUR PICK-UP/DROP-OFF LOCATIONS

All journeys include transfers to and from the train station/siding. Please confirm that the pick-up and drop-off locations on your first and last day of train travel are listed in your final travel documents. If your pick-up/drop-off location has not been selected for you, please select your preferred location in the [Guest Portal](https://www.rockymountaineer.com/your-booking) (<https://www.rockymountaineer.com/your-booking>).

OPTIONAL ADD-ONS

If your package does not already include tours or transfers, or you have free time in your itinerary, you have the option to pick from our [curated list of add-ons](https://www.rockymountaineer.com/add-ons) (<https://www.rockymountaineer.com/add-ons>), before or after your Rocky Mountaineer journey. Tours are very popular, so we strongly recommend booking early to secure your preferred tour(s) and time(s).

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](http://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 CHANGES TO MOBILITY REQUIREMENTS

If you have had changes to your mobility requirements since the time of booking, please update your [Mobility Requirements Form](http://www.rockymountaineer.com/mobility-form) (www.rockymountaineer.com/mobility-form) and send it to your travel professional or to us at reservations@rockymountaineer.com at least 60 days[†] prior to travel.

BOOK TRAVEL INSURANCE

If you have not already obtained comprehensive travel insurance, we strongly recommend you do. This includes Trip Cancellation, Trip Interruption, and/or Medical Insurance. If you would like to purchase travel insurance, contact us or your travel professional. Visit our [Travel Insurance page](https://www.rockymountaineer.com/preparing-to-go/book-travel-insurance) (<https://www.rockymountaineer.com/preparing-to-go/book-travel-insurance>) for more information.

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 entry, passport, and visa requirements.

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



ROCKY MOUNTAINEER®

REVIEW HOW TO GET TO AND FROM OUR DESTINATIONS

For information on getting to and from our destinations where you start or end of your journey, review our [Getting to Our Destinations page](#) (<https://www.rockymountaineer.com/preparing-to-go/getting-to-our-destinations>).

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>).

REVIEW YOUR PICK-UP/DROP-OFF LOCATIONS

All journeys include transfers to and from the train station/siding. Please review that your pick-up and drop-off locations on your first and last day of train travel are listed in your final travel documents. If your location is not listed, please contact our Reservations team at 1.800.665.7245.

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](#) section of our website (www.rockymountaineer.com/preparing-to-go) including our most [Frequently Asked Questions](#) (<https://www.rockymountaineer.com/preparing-to-go/faq>).

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 in the towns of Banff, Lake Louise, and Jasper. For hotel restaurants, we recommend making the reservation within 14 days of your check-in date. Please contact the restaurants directly to make reservations.

REVIEW IF YOU NEED TO PURCHASE A NATIONAL PARKS PASS

A national parks pass is required when visiting Banff or Jasper National Park. If you have booked your accommodation through us, your pass is included in your booking. If you are making your own way to either park, you will need to purchase a parks pass from [Parks Canada](#) (<https://parks.canada.ca/voyage-travel/admission>).

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>) 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>) to reconfirm that your contact information for each guest on your booking is still correct.

REVIEW CURRENT TRAVEL UPDATES

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

REVIEW YOUR GUEST PORTAL DASHBOARD

Log in to the [Guest Portal](#) (<https://www.rockymountaineer.com/your-booking>) to check for important travel updates.

72 HOURS OR LESS FROM TRAIN DEPARTURE TIME

CONFIRM YOUR TRAVEL DETAILS ONLINE

Within 72 hours of your train departure, you will receive an email to confirm your travel details in our [Guest Portal](#) (<https://www.rockymountaineer.com/your-booking>). By confirming your information, our team will be able to ensure your check-in process is as smooth as possible.



ROCKY MOUNTAINEER®

CHECK IN FOR YOUR TRAIN JOURNEY

Before boarding the train, all guests will need to check in, and collect your luggage tags and boarding passes one of the following ways:

- Advanced check-in:** visit one of our Guest Centres in person during the times listed [here](https://www.rockymountaineer.com/preparing-to-go/check-in) (<https://www.rockymountaineer.com/preparing-to-go/check-in>) in the destination where you board the train. We recommend this option if you have questions about your journey and would like to collect your luggage tags and boarding passes in advance.
- Express check-in:** collect your luggage tags and boarding passes from a Rocky Mountaineer representative at your pickup location, prior to your morning motorcoach transfer time listed in your final travel documents. We recommend this option if you don't have questions about your journey and would prefer the quickest check-in option.