



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 USA ENTRY REQUIREMENTS

Depending on your citizenship, you may require a valid passport and/or visa to travel to the USA. Visit our [U.S. Entry Requirements](http://www.rockymountaineer.com/preparing-to-go/travel-restrictions) page (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) (https://www.rockymountaineer.com/preparing-to-go/getting-to-our-destinations).

7-30 DAYS OR LESS 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 final travel documents in the [Guest Portal](https://www.rockymountaineer.com/your-booking). (https://www.rockymountaineer.com/your-booking).

REVIEW YOUR PICK-UP AND 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](https://www.rockymountaineer.com/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) (https://www.rockymountaineer.com/preparing-to-go/faq).

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 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) (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) (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) (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.

CHECK IN FOR YOUR TRAIN JOURNEY

Before boarding the train, all guests will need to visit one of our Guest Centers during the times listed [here](https://www.rockymountaineer.com/preparing-to-go/check-in) (https://www.rockymountaineer.com/preparing-to-go/check-in) for your luggage tags & boarding pass pick-up in the destination where you board the train.

Please note: If you are beginning your journey in Las Vegas or Salt Lake City, you do not need to check in until you arrive in Moab. Please visit one of the Guest Centres in Moab. Please refer to your final travel documents for your detailed itinerary prior to arriving in Moab.