

Should you have any questions in regards to the process outlined below, please visit our FAQ section at: <https://www.rockymountaineer.com/faq>.

For All Guests Traveling on Packages with Cruises

Our cruise partners, Holland America Line, no longer provides paper documents. Guests are required to complete the online registration process prior to travel. Our Rocky Mountaineer travel documents include the instructions below:

Your required Holland America documents are not included with your Rocky Mountaineer documentation. Holland America requires you to complete the online registration process 10 to 50 days prior to cruise departure. Missing or incorrect data for your Holland America cruise may delay embarkation or result in denied boarding without compensation. Please follow the important instructions below to print your cruise documents.

Each guest will need:

- Full legal name as it appears on your passport
- Birth date
- Passport, visa or permanent resident card
- Home address
- Home telephone number
- Emergency contact information
- Return flight information
- Credit card you wish to use for onboard purchases

Go to www.hollandamerica.com:

- Place your mouse cursor over the BEFORE YOU GO heading at the top of the page
- Click ONLINE CHECK-IN from the drop down menu
- Click the LOGIN button on the right hand side of the page
- If you have not travelled with Holland America, click on PLEASE REGISTER NOW. If you are a returning guest, enter your Holland America user name and password
- Complete your account registration by entering the requested information
- Click on the REGISTER button
- Click on the BACK TO SITE button
- Reference your Rocky Mountaineer Itinerary Summary for the Holland America confirmation number. This is Holland America's booking number.
- Click on PROCEED and follow the instructions to complete your online check-in
- If you would like to pre-book shore excursions, please book these now. Shore excursions cannot be booked through RM.
- Once completed you must print your documentation

Should you require assistance in completing your Holland America online check-in, please contact Holland America at 1-800-207-3545 if you are in North America. Outside of North America call 206-281-3535 extension 8306 where qualified cruise experts will be available to assist you. Should further assistance be required, please call the Rocky Mountaineer Sales Centre at 604-606-7245.

Additional Information for Travel Agents

Rocky Mountaineer is pleased to offer you the option to choose how you would like to receive your final documents.

Documentation preference is determined at the time of booking. As a preferred method, electronic documents sent by email allow you to receive the most up to date information regarding your tour in a timely manner. Both electronic and paper documents will be issued 45 days prior to your scheduled departure. We strongly recommend electronic documentation.

Please note that train seat assignments and Kamloops, Quesnel, and Whistler hotels will be provided upon check-in at the Rocky Mountaineer Train Station.

To access electronic documents, simply visit our Travel Agent Website at <https://www.rockymountaineer.com/agent-dashboard> and click on VIEW BOOKING HISTORY. Detailed instructions on how to download the Travel Documents/Itineraries can be found on the right side of this page. Your Travel Documents/Itineraries are already available for bookings that have been Confirmed and are available for downloading immediately after booking. Please ensure that the booking is Confirmed before printing or e-mailing the Travel Documents/Itineraries.

To ensure that our guests have received all the relevant information for their trip, please pass on our Travel Documents/Itineraries to our mutual guests.

Upon check-in at the stations, all guests will receive a Boarding Pass for their train travel on the Rocky Mountaineer. The Boarding Pass will include the seat assignment and accommodation information for Kamloops, Quesnel, and/or Whistler, where applicable.

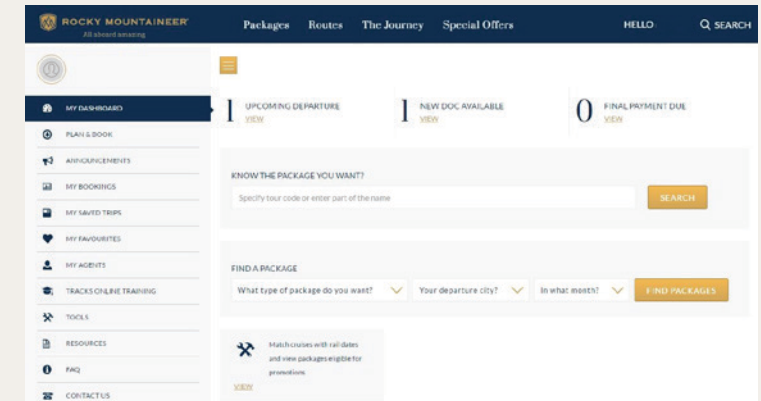
For 2 or 3 day rail bookings only

To ensure that our guests have received all relevant information for their trip we strongly recommend that you pass on our Travel Documents/Itineraries to our mutual guests. However, we also accept your travel vouchers as travel documents. Vouchers must include all relevant travel details (Rocky Mountaineer booking number, guest names, date of travel, station address, check-in and boarding time). Please send a sample of your voucher to your Rocky Mountaineer Representative for approval. Guests will be given a Boarding Pass with their seat assignment and accommodation information for Kamloops, Quesnel, and/or Whistler, as applicable, when checking in at the station on the morning of departure.

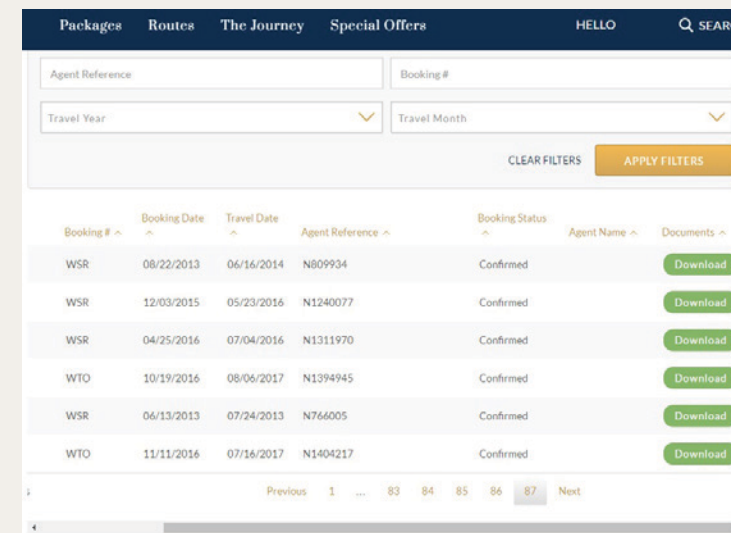
Additional Information for Wholesalers

As the documents are now readily available for downloading and supplying to your guests at your convenience, they will no longer be waiting for guests at the first point of contact with Rocky Mountaineer. To ensure that our guests have received all the relevant information for their trip we require that you pass on our Travel Documents/Itineraries to our mutual guests.

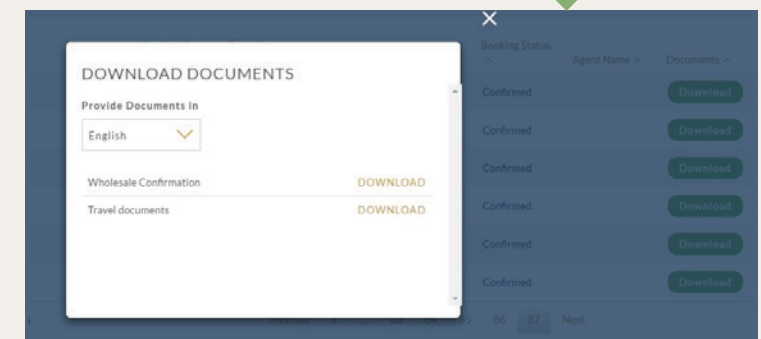
Simply visit our Travel Agent Website at <https://www.rockymountaineer.com/agent-dashboard> and click on MY BOOKINGS. Step-by-step instructions on how to download the Travel Documents/Itineraries follow.



1. Log in to your account at Rocky Mountaineer's Travel Agent Website (<https://www.rockymountaineer.com/agent/>)



2. Click on MY BOOKINGS



3. Select DOWNLOAD to then download the itinerary