

ROCKY MOUNTAINEER RAIL POLICIES 2017

➤ **BOOKING PROCESS**

Below details are needed for proceeding with the reservation

- Title: Mr./Mrs./Miss./Master
- First Name and Last Name:
- Date of Birth:
- Mobile Phone Number:
- Email Address:
- Country of Origin:
- Room Preference: King Bed / Queen Bed and Smoking / Non-smoking
- Dietary Needs: Vegetarian / Non-Vegetarian

➤ **DEPOSITS**

A deposit must be received at the time of booking to confirm your reservation, and must be in the same currency as the booking. See the deposit schedule mentioned below.

➤ **PAYMENT TERMS**

- Rocky Mountaineer (Rail-Only & All type of Packages) cannot be hold on Time-Limit. Guests will have to pay 20% of the Package Price at the time of booking outside of 61 days prior for Rail Vacations excluding Cruise and 82 days prior for Rail Vacations including Cruise.
- Final payment must be received in the same currency as the deposit and booking.
- All prices are subject to GST, which will be charged upon confirmation of booking.

➤ **CHANGE FEE POLICY**

A fee per person will be applied to each change made to the itinerary once the original booking has been confirmed. These fees will be charged in the same currency as the original booking.

Change Fees applicable for all Routes (Rail-Only and Packages without Cruise) is as below:

Booking date to 61 days prior to departure \$25 per person

60-31 days prior to departure \$50 per person

30-15 days prior to departure \$100 per person

Less than 15 days prior to departure **No Changes Permitted**

For Rail Packages with Cruise, No Changes Permitted

➤ **CANCELLATION POLICY**

DAYS PRIOR TO DEPARTURE	DEPOSIT PER PERSON (CAD)	CANCELLATION PENALTY PER PERSON (CAD)
For Rail Vacations excluding Cruise:		
61+	20% of the Package Price	20% of the Package Price
46-60	100% of the Package Price	50% of the Package Price
0-45	100% of the Package Price	100% of the Package Price
For Rail Vacations including Cruise:		
81+	20% of the Package Price	20% of the Package Price
0-80	100% of the Package Price	100% of the Package Price

➤ **Luggage**

Guests travelling on Rocky Mountaineer are limited to 02 checked pieces of luggage per person. Total checked luggage weight per person is not to exceed 30 kg (66 lb). Each piece of luggage must have an identification tag attached to it that includes name, return address, and telephone number.

➤ **Note (for 2 or 3 Day rail journey)**

All guests' luggage will be delivered to their Kamloops or Whistler and Quesnel accommodation only.

➤ **Rocky Mountaineer Train Stations:**

BRITISH COLUMBIA

- ✓ Pacific Central Station Vancouver
- ✓ Kamloops Railway Station
- ✓ North Vancouver Railway Station
- ✓ Quesnel Railway Station
- ✓ Whistler Railway Station

ALBERTA

- ✓ Jasper Railway Station
- ✓ Lake Louise Railway Station
- ✓ Banff Railway Station
- ✓ Tower Centre Calgary

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