



Royal Canadian Pacific COVID-19 Response

*ALL GUESTS TRAVELLING ABOARD THE ROYAL CANADIAN PACIFIC WILL BE REQUIRED TO SHOW PROOF OF A COVID-19 VACCINE PRIOR TO BOARDING***

- In order to protect our vintage trains, staff and guests the Royal Canadian Pacific (RCP) is requiring that all passengers traveling with us (staff, contractors, suppliers and guests) have an officially recognized form of vaccination against the Covid-19 Virus.
- RCP will determine the acceptable format for this document and advise passengers in advance.
- ONLY ORIGINAL DOCUMENTS will be accepted as proof, -No photocopies, faxes, scans or photographs will be accepted
- If a vaccine is not available where you are from or other travel restrictions have been enforced, you will be entitled to a full refund.
- If there are not sufficient vaccines or other travel measures in place, the RCP will make the decision to cancel the excursion and refund passengers their full fare that has been paid to date.

FOR THE MOST UP TO DATE PROVINCIAL AND FEDERAL INFORMATION RELATING TO COVID-19, PLEASE CHECK THE FOLLOWING LINKS:

Canada:

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

Alberta:

<https://www.alberta.ca/coronavirus-info-for-albertans.aspx>

British Columbia:

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>

Training and Expertise

Our entire hospitality team have been thoroughly trained in hygiene and cleanliness standards as well as food sanitation and correct handling procedures. The safety and well-being of our guests is our top priority and every Royal Canadian Pacific employee plays a part in this.

Royal Canadian Pacific currently has procedures to ensure the regular deep cleaning of its trains following a period of seasonal closure. Each rail carriage will undergo a deep clean prior to the start of the season and further specific measures to protect against Covid-19 will be carried out. Once reopened, our enhanced cleaning standards will continue.

Additional antibacterial disinfectant products are being supplied across our properties and will be regularly used throughout the day to ensure surfaces are clean to prevent the spread of Covid-19.

These measures are in addition to our already robust hygiene and cleanliness protocols which already mandate good hand hygiene, handwashing stations, as well as alcohol-based hand sanitizers, and strict guidance on regular hand washing throughout the day. Our protocols have been developed with a leading industry partner and will be subject to regular audits.

Working with experienced industry partners and safety experts

We are constantly following advice and recommendations from both provincial and federal government health bodies as well as our own food and health sanitation inspectors. Canadian Pacific also has their own pandemic team comprised of front line health professionals assisting us with making the best choices for our guests and our employees.

Our staff go through safety testing and additional first aid training on a regular basis and all of our equipment is regularly maintained and updated as well.

We are working with an electrostatic Sanitizing company called EFS so that all cars and areas will be sanitized both during and in between our luxury rail excursions.

<https://efsclean.com/service/electrostatic-disinfection-services/>

Increased electronic communications- We are increasing our use of digital technology for an all-encompassing booking and reservation process. From email correspondence to our secure payment portal we aim to make your booking process and excursion documentation seamless. Your boarding passes and luggage tags will still be printed and available when you arrive in Calgary for your excursion, however, any menus will be printed on single use materials and all other items will be digital wherever possible. This will also help us reduce paper waste and lessen our environmental footprint.

Enhanced Sanitization Protocols

- Cars will be sanitized in all areas with Sprit II cleaner. “Zep Spirit II is a ready-to-use, hospital-grade, non-phenolic, germicidal cleaner and deodorant.”
- Advanced sanitization involving chemical sprays and/or electrostatic sanitizing methods are being implemented and employees will be trained in the safe and effective usage of these methods. (see paragraph “Working with experienced industry partners”)
- Sanitization will happen after one group of guests detrain/arrive and several times through the day and will include main touch points, high traffic areas, public washrooms and guest rooms.
- All boarding locations will have hand sanitizers available. Hand sanitizing stations will be available throughout the train and sanitizer will be provided in all public washroom areas.
- Any carry-on luggage must remain with the individual guest. Any other luggage will be taken directly to the specified guest room.
- Masks, gloves and hand sanitizers will always be in boarding and detaining locations.

****As always, we are not able to provide over the counter medications, so guests will be responsible for their own pain medications/cold medications/sunscreen /bug spray, etc.**

Food Service

All dining areas will be spaced to provide distancing between cohorts or groups of guests. Additional dining areas may be added as required in order to properly space our guests.

- All food for buffets will be served by a chef and can be accommodated in the Dome car or dining car. Dinner service will all be individually plated.
- Coffee service will be staffed in order to reduce excessive touching.
- All chefs and hospitality staff will be wearing masks and gloves for service.

FREQUENTLY ASKED QUESTIONS

Q: Will the Royal Canadian Pacific be operating tours in 2021?

A: Due to the current case volumes and travel restrictions, Royal Canadian Pacific has made the decision NOT to run our luxury excursions in 2021. Please visit our website at: www.royalcanadianpacific.com for the most up to date tour information and to join our waiting lists.

Q: You say that all guests on the Royal Canadian Pacific have to have a vaccine – what if I am not able to get one in time where I am from?

A: Any guest who is not able to receive an approved vaccine from their country of origin in enough time before their scheduled excursion will be entitled to a full refund of the total fare they have paid to date. For example, if you have paid 50% of the total fare by the time you realize you won't be able to get a vaccine, you would be receiving a full refund of the 50% you have paid. Guests will also have the option for their deposit to remain with us and to rebook the same excursion for a later date (the next season 2022)

Q: What if I am not able to have a vaccine for personal or medical reasons?

A: Our current policy to protect our staff and guests from a potential outbreak onboard the train is that all passengers traveling aboard the Royal Canadian Pacific, including staff, contractors, suppliers and guests must all have an approved Covid-19 vaccine; so at this time we will not be making exceptions for those who are unable to get vaccinated.

Q: What if it is closer than 30 days prior to the trip and I find out there are travel restrictions where I am flying from or I will have to quarantine on arrival.

A: Any guest who needs to cancel their trip for circumstances relating to the Covid-19 pandemic, you would be entitled to a full refund of the total fare they have paid to date. Guests will also have the option for their deposit to remain with us and to rebook the same excursion for a later date (the next season 2022)

FREQUENTLY ASKED QUESTIONS

Q: What changes are you making to your cleaning and sanitizing processes?

A: Royal Canadian Pacific have increased our sanitization protocols and will continue to work with various health agencies to ensure we are maintaining the highest standards for our guests. Some of these changes include:

Pre-trip and in between excursions: In addition to our already rigorous sanitation and cleaning procedures which include carpet, upholstery and drapery cleaning, all kitchen and guest area surface sanitization using our germicidal cleaners, deep cleaning of all rail cars and sanitizing touch points and high traffic areas, Royal Canadian Pacific will be adding electrostatic cleaning to all rail carriages/touch points prior to each departure or turnover. Guest rooms will be stripped of all bedding, amenities etc. with freshly laundered and sanitized products in place prior to the next guest's arrival. Any items left in rooms (fans, heaters, humidifiers) will be thoroughly washed and sanitized as well.

During excursions:

- Water glasses in each guest room will be removed daily and replaced with fresh glassware.
- We will place fewer single use amenities (shampoo, soap etc.) in each guest room at the beginning of the excursion to minimize waste, however, additional amenities will be replenished daily or at the guest's request.
- Hospitality staff will be wiping down all contact points (railings, door handles, light switches) several times during each day.
- Sanitizing stations with hand sanitizers and wipes will be positioned throughout the rail carriages and will be replenished as needed each day.

ALL ROYAL CANADIAN PACIFIC STAFF WILL BE WEARING MASKS AT ALL TIMES DURING GUEST INTERACTIONS AS WELL AS ANY OTHER PPE REQUIRED. GUESTS MAY BE REQUIRED TO WEAR MASKS IN SOME HIGH TRAFFIC OR PUBLIC ACCESS AREAS OF THE TRAINS.

Q: How will Covid -19 affect food services on the train?

A: While food service on board the train is almost always served a la carte, some services will change:

- For breakfasts or brunches shared platters of fruit and pastries will be more individualized.
- During cocktail hour passed hors d'oeuvres will be placed on a napkin or plate instead of guests helping themselves and there will be no communal bowls of nuts or chips.
- Onboard motor coaches snacks and beverages will be handed out individually.
- Our dining area(s) will be reconfigured to allow as much physical distancing as possible and our service staff will have masks and gloves on during service and all guest interactions.

Q: Will any off-train activities be impacted by Covid-19?

A: The majority of our off-train activities will still take place, with some minor adjustments or modifications such as:

- Boat cruises will have distancing in effect and guests will be required to wear a mask and stay in their designated seat/row
- Motor coaches will have reduced capacity in order to distance and guests will be required to wear a mask
- Some tours may take a bit longer as we will need to run them with smaller groups (ie: 2 people to a gondola instead of 4 or 6 unless they are part of the same family/cohort)
- If a tour needs to be cancelled due to Covid concerns, the Royal Canadian Pacific will do our best to find a suitable alternative for our guests

Q: What should I do if I require any special arrangements?

A: As always, Royal Canadian Pacific remains committed to going above and beyond to provide our guests with the best experience possible. By completing our booking form when you reserve your luxury excursion, you will have the opportunity to provide us with any special needs or arrangements you require before, during or after your trip. If you have indicated any preferences whether dietary, mobility, medical, etc., someone from our team will contact you personally to follow up and ensure we are doing everything possible to meet your requirements.

Q: How is Royal Canadian Pacific preparing their employees to protect them and your guests?

A: The health and safety of our employees and guests has always been a top priority with Royal Canadian Pacific and Canadian Pacific Railway as a whole. In addition to the rigorous health and safety training involved with being an employee of the railway, our entire hospitality team have been thoroughly trained in hygiene and cleanliness standards as well as food sanitation and correct handling procedures. Each individual employee is 100% committed to protecting themselves, their team and our guests whether that is safety on and around trains, or protecting against infection and illness. Staff will be provided all of the necessary PPE equipment and held accountable to our standards and protocols. Staff will also be vaccinated prior to the start of the 2021 season if possible, and if a vaccine is not available by the time our tours are scheduled to run, we will cancel the excursion and refund or re-book our guests.