



ROYAL CANADIAN PACIFIC AWAITS YOUR ARRIVAL

To help prepare for your journey of a lifetime, the team at Royal Canadian Pacific has gathered helpful facts that we believe will assist you in making your time with us as enjoyable as possible. Should you have any questions regarding the attached information, please contact us at 877 665 3044 to discuss with our staff.

We hope you have a wonderful tour aboard Royal Canadian Pacific, the world's most authentic and exclusive luxury train.

YOUR EXCURSION

Check-In Procedure

Trip itineraries will be sent to you with your final ticket package. All guests and luggage are required to be at the Royal Canadian Pacific office two hours prior to the scheduled departure. For guests arriving early or the evening prior to departure, Royal Canadian Pacific will accept luggage drop-off any time after 8 am the morning of departure. You are free to explore downtown Calgary for the day or enjoy our hospitality room which will be available 3 hours prior to departure. Tours will depart from the Royal Canadian Pacific office, located at: 201 - 9th Avenue SW, Calgary, Alberta T2P 1K3.

Luggage - Travelling

Luggage tags will be provided upon your arrival in Calgary. Prior to boarding the Royal Canadian Pacific, please attach the luggage tags to each piece of luggage. Each piece of luggage should be locked and identified with a name, contact address and telephone number. While every precaution is taken with your luggage, the Royal Canadian Pacific is not responsible for damages or loss.

Luggage - Storage on Board the Train

Staterooms on board the Royal Canadian Pacific have limited closet space. Each Passenger may travel with up to 3 pieces of Baggage, each of which shall not weigh more than 32 kg (approximately 70lbs), nor have a total dimensions of more than 158 cm (approximately 62 in) each where total dimension is the sum of the length, height and width of each piece of Baggage; and total of which shall not weigh more than 69 kg (approximately 150 lbs).

Clothing and Accessories

Comfortable, casual clothing is recommended for off-train excursions and relaxing on board. Low-heeled, soft-soled shoes are especially important for your walking comfort during off-train visits. High heeled shoes for ladies are not recommended as there are open floor areas (steps) which may be unsafe. FOOTWEAR RESTRICTION: NO FLIP-FLOPS OR SANDELS WITHOUT ANKLE STRAPS; OPEN-TOE SHOES ARE DISCOURAGED.

Dining Attire

The dress code for breakfast and lunch is business casual. The dress code for evening dining is semi-formal. Business casual may include dress pants, vests, shirts, sweaters, cotton pants and casual jackets. It does not include t-shirts, sweat shirts, sweatpants, casual shorts or tank tops.

Royal Canadian Pacific has one gala dinner on each excursion that requires semi-formal attire. Jacket and tie for gentlemen, except during unusually hot weather. For ladies, a cocktail dress or pantsuit is recommended.



Dining

Meal times vary to fit in with tour visits. The crew will advise you when meals are scheduled. Generally breakfast is served from 7:00 am to 8:30 am, lunch between 11:30 am and 1:00 pm and dinner between 6:30 pm and 8 pm. Menus and seating times are the same for the entire group, and are posted in the Mount Stephen. Breakfast is served every day in the dining car. Tea, coffee and other beverages can be served in any of the lounge areas or rooms. The Royal Canadian Pacific must adhere to Alberta Liquor Regulations, and are unable to serve alcoholic beverages between 12:00 am and 8:00 am

Special Diets

Special diets can be accommodated with advanced notice. It is very important that you advise the reservations coordinator of all allergies or dietary restriction at the time of booking,

Seating

Meals are served on the Craigellachie dining car. In addition, there are lounges on the Mount Stephen, Royal Wentworth, Van Horne and Strathcona to relax or enjoy a conversation with your fellow travelers. Seats are not reserved for dining. We suggest you sample different tables during the tour, so that you can enjoy the company of your fellow travellers.

Security

Each stateroom has door locks with two keys and a safe inside each room to secure any valuables. Royal Canadian Pacific takes every care to safeguard your property, however we encourage you to protect your belongings.

Passenger Information

A route map and daily event itinerary is placed in a welcome package in your stateroom at the start of your tour. A daily event itinerary and guest list will be posted in the Mount Stephen, Banffshire and N. R. Crump cars. Each day's menu will also be posted in the Mount Stephen for your convenience. If you have any questions, please do not hesitate to ask a member of the on-board service team.

Overnight Stops

Royal Canadian Pacific stops each evening at a specially constructed rail siding to ensure you enjoy a good night's rest and that you don't miss any of the spectacular scenery.

STAFF TRAINING

All of CPR's on-board staff members have been trained in first aid, defibrillation and cardiopulmonary resuscitation.

Royal Canadian Pacific Emergency Contact

TELEPHONE NUMBERS

Guests personal cellular telephones will be the most immediate form of communication while on the excursion. However, as there are several areas within the Canadian Rockies where cellular coverage is not available, please leave the following numbers with your family should they need to contact you in an EMERGENCY.

Royal Canadian Pacific Office – (877) 665 3044

Monday – Friday, 8:00am – 4:30pm (MST)

Canadian Pacific Railway Police – After hours (800) 716 9132

Give the responder your name and location, if known. Provide as much information as possible regarding the nature of the emergency. Follow his/her instructions.



Gratuities

Tariff does not include gratuity for services provided onboard the Royal Canadian Pacific train, which is non-mandatory and at the discretion of individual guests.

Variations to Itineraries

The route of the Royal Canadian Pacific, off-train visits, and arrival and departure times are subject to change without notice. Some routes may be inaccessible due to weather conditions, engineering works, labour disruptions, or other circumstances beyond our control. Off-train visits may be affected by a number of factors. Departure and arrival times of the train may be altered slightly.

Time Zones

Royal Canadian Pacific operates primarily in Western Canada, and travels through two time zones, Mountain Standard and Pacific Standard. Calgary is on Mountain Standard Time (MST). Daylight Savings is observed in both.