

Your Travel Checklist

To make your journey as seamless as possible, we've put together a Travel Checklist outlining important information and steps required prior to departing for your journey. We've also put this information into a Planning Checklist you can print or save below:

[Canadian Route Planning Checklist](#)

[US Route Planning Checklist](#)

Please note, if you are travelling as part of a group, speak with your Tour Director for information about your group's check in process, including providing the information listed below.

30-60+ days prior to travel date

In-travel contact information

Login to our [Guest Portal](#) to ensure your in-travel contact information is up-to-date, so we may contact you in the unlikely event of an emergency or update to your itinerary.

Train transfer locations

Transfers to and from the train are included in your package. Please login to our [Guest Portal](#) to review and confirm the locations of your pick-up and drop-off locations.

Special dietary needs

While our menu's do cater to a variety of dietary needs and preferences, if you have a special dietary requirement or allergy, simply advise your Vacation Consultant or your travel professional at least 60 days in advance of travel or fill out our [Food Allergy Form](#).

Mobility needs and service animals

Pre-boarding and detraining for guests requiring special assistance is provided in all destinations. If you require additional assistance at anytime while boarding, onboard, or detraining, please advise your Vacation Consultant or your travel professional at the time of booking of your mobility and accessibility needs and fill out our [Mobility Requirements Form](#). Notify us at least 60 days prior to travel if there are any changes to your mobility or accessibility needs after booking. Click [here](#) for more details about accessibility.

If you have a Service Animal, please advise Rocky Mountaineer at the time of booking and complete the [Service Animal Form](#) so we can be prepared for you and your companion.

Airport transfers

Motorcoach transfers to/from the airport and Rocky Mountaineer stations are not included in all packages. Rocky Mountaineer can arrange for airport transfers at the start or end of your rail journey with advance notice. Review your itinerary in your travel documents to confirm if an airport transfer has been included in your itinerary. If they are not included and you would like to pre-purchase, we strongly recommend doing so at the time of booking, or 60 days prior to travel. Contact your travel professional or Rocky Mountaineer Vacation Consultant to book.

Optional add-ons

Extend your journey in our iconic destinations with our optional add-ons. If your package doesn't 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](#), 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).

3-30 days prior to travel date

Final travel documents

Your final travel documents will be emailed to you, or to your travel professional you booked through, 30 days prior to your travel date. Once they are available, you may also access them through our [Guest Portal](#). Please print or save your final travel documents and keep them with you at all times. They include important and detailed information about your itinerary including your hotels, transfer details, and expected arrival times. Please note, these documents are not the same as your confirmation document you received at the time of booking.

Packing tips

To help you prepare for your journey, take a moment to review our [packing tips and luggage allowance information](#). We've included tips on what to pack for onboard the train in your day bag, as well as a detailed packing list for our Canadian and US routes.

3 days or less from train departure

Confirm your travel details

Within 72 hours of your train departure, you'll receive an email to confirm your travel details in our [Guest Portal](#). 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

Prior to boarding the train, all guests will need to [Check In](#) for their train journey, and collect their luggage tags and boarding passes.

Other important reminders

Connecting travel at the end of your rail journey

Depending on the rail route and direction in which you travel, arrival in your destination ranges from afternoon to early evening. Rail travel in North America is occasionally subject to unforeseen delays. While Rocky Mountaineer is treated as a priority on the train tracks it uses, occasional delays do occur. For that reason, if your package does not already include accommodation at the end of your journey please do not arrange connecting transportation, including flights, on this day.

Book dinner reservations

To ensure you're able to enjoy the incredible dining experiences offered in our destinations, we highly recommend making dinner reservations in advance of travel for the towns of Banff, Lake Louise, and Jasper. Contact the restaurant(s) directly to make reservations. Please note, as rail travel in North America is occasionally subject to unforeseen delays, we do not recommend making dinner reservations on rail travel days.