

# Onboard Rocky Mountaineer

We want to make every part of your journey unforgettable. We've included some information of what to expect when you're travelling onboard with us so you can sit back, relax and just enjoy the journey ahead.

## Rocky Mountaineer Hosts

Our engaging Hosts create a friendly atmosphere for exploration—whether it's offering rich, historic storytelling of the rail route and the scenery unfolding around you, or serving you delicious, locally-inspired food to complement the view, your every comfort is catered to.

All Hosts and Onboard Managers receive world-class guest service training, and are experienced in safety protocols. Should you have any questions, special requests or concerns while travelling with Rocky Mountaineer, your Onboard Team or the [Guest Experience Centre](#) would be more than happy to assist.

## Meals and beverages

You will be served meals, alcoholic, and non-alcoholic beverages on the train. For all morning departures, breakfast will start shortly after departure; however, this may be several hours after leaving your hotel room, so you may want to have a light snack prior to departing from your hotel.

On our Canadian rail routes, there will be two seatings for breakfast and lunch in GoldLeaf Service. While the first half is being served in the lower-level dining room, beverages and a light snack will be served to the other guests in the upper dome. Guests in the first seating on day one will be in the second seating on day two and vice versa. We cannot accommodate requests for first or second seating in advance of train departures.

## Special dietary needs

We try our best to accommodate special dietary needs and requirements, and while our onboard menus will have a selection of options to cater to various tastes and requirements, we have limited availability to customize your meal once in-travel. 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 boarding or fill out the [Food Allergy Form](#).

## Currency, gratuities, and onboard purchases

The currency used in Canada is the Canadian dollar (CAD) and in the United States, the American dollar (USD). To make your journey seamless, gratuities for your Onboard Hosts and culinary team members have already been included in your package price.

On all our routes, we are proud to offer a selection of high-quality merchandise items for you to purchase onboard Rocky Mountaineer. A list of available merchandise will be provided to you onboard Rocky Mountaineer at your seat. When you have decided on the perfect memento or gift, you may pay with a VISA, MasterCard, or American Express credit card. Unfortunately, we are unable to accept pre-paid credit cards, pre-paid travel cards, gift cards, debit cards, or cheques. Exchange rates and transaction fees are determined by your credit card provider.

## Wi-Fi

There is no Wi-Fi internet access onboard and much of the rail route is out of cell phone range due to the train travelling through remote areas. If you need to make a phone call while onboard, please use the outdoor viewing area. Your Hosts can advise on the best areas along the route where reception will be available. There will be cell service available in all major urban centers.

# Smoking

To ensure the preservation of the fragile environment of the areas in which we travel and for the comfort of all guests, there is no smoking of any kind including cigarettes, cigars, e-cigarettes, and cannabis onboard Rocky Mountaineer, including vestibules, restrooms or at the stations and sidings, or while on motorcoach transfers. Smoking is not permitted until you reach your accommodation each day. We recommend that you prepare for the journey accordingly.