



General Information

1. What is the best time to travel through the Canadian Rockies?

Onboard the Rocky Mountaineer, every season offers unique advantages. For instance, June is 'springtime in the Rockies' with snow on the mountaintops and flowers beginning to bloom. The months of April, May and October offer savings and July and August give you the warm weather in the mountains.

2. How far do we travel on the Rocky Mountaineer?

About 450 kilometres (280 miles) each day, all in daylight. Look forward to spending two full relaxing days onboard the Rocky Mountaineer.

3. Does the Rocky Mountaineer have sleeper cars?

No. Our daylight rail tours through the Canadian Rockies are scheduled to show you all of the scenery. After a day onboard the train through the Rockies, you overnight in either Kamloops or Quesnel, British Columbia. Accommodation in Vancouver and Whistler is not included unless indicated.

4. What are the advantages to travelling these routes by rail?

There are many unique features to rail travel. You will enjoy an extremely comfortable seat with ample legroom and have the freedom to stretch your legs and enjoy the fresh air while in the vestibules. Combined with attentive service and outstanding commentary, this type of leisurely paced travel will ensure that you know you are on vacation. One of the greatest advantages, however, is the ability to travel through areas simply not accessible by foot, car or motor coach. The routes we travel on are described as engineering marvels and as we follow rushing rivers, pass beside towering waterfalls and ride through spectacular river canyons, you will understand why. To truly appreciate the nature and scenery in this part of the world, the Rocky Mountaineer offers the very best vantage point.

5. What speed does the train travel?

The advantage of our train is that we are able to slow down at the most scenic areas to offer you the best viewing and camera opportunities. We call it Kodak® speed! While there are areas the train reaches up to 90kph (60mph), our average speed is approximately 50 kph (30mph).

6. Is smoking permitted on the train and in the hotel rooms?

To ensure the preservation of the fragile environment of the areas in which we travel and for the comfort of all guests and employees, there is no smoking onboard Rocky Mountaineer. This includes the vestibules between the coaches and restroom facilities. The hotels do have limited smoking rooms available so please make sure you indicate your preference to the reservations or travel agent when you book your tour.

7. Are souvenirs available for purchase?

A full range of souvenirs are available for purchase onboard the Rocky Mountaineer. Your Onboard Attendant will provide you with our souvenir catalogue during the first day on the train. Many items may be viewed in the souvenir cabinets throughout the train. Any specific enquiries may be directed to souvenirs@rockymountaineer.com.

8. Why does the Rocky Mountaineer only operate between April and October?

We offer all daylight tours meaning you stay overnight in comfortable accommodation in Kamloops and Quesnel, the halfway points of the rail journeys. Travelling during this time of the year ensures that we take full advantage of the daylight hours and the spectacular scenery during the time of year when the regions show their full colours.

Onboard Experience

1. What wildlife will I see?

There are wonderful opportunities for viewing wildlife from the train and during your stay in Canada's West, including bear, elk, deer, moose, bald eagles, osprey, salmon, mountain goats and bighorn sheep. However, "wildlife are wild" and as such, sightings are never guaranteed. If you do come into contact with animals please act responsibly, maintain a safe distance and never feed any wild animals.

2. Are we able to move within the Rocky Mountaineer?

One of the advantages of train travel is the spacious room afforded to all guests. GoldLeaf Service, SilverLeaf Service and RedLeaf Service guests can enjoy fresh air outside their coaches. Access to the GoldLeaf Dome coach and adjacent vestibule is limited to guests reserving this service. Guests on the Whistler Sea to Sky Climb route have access to an open-air Heritage Observation Car.

3. Are both the RedLeaf and GoldLeaf coaches accessible by wheelchair?

We do have wheelchair facilities for both services. There are areas where a wheelchair can be secured in place and have very easy access to the wheelchair accessible washrooms. Wheelchair lifters are available at all stations and the GoldLeaf dome coaches are equipped with interior ADA-style elevators. All we ask is that we are informed at the time of booking of the extent of the disability so we can ensure that all plans are in place to ensure the vacation experience is a pleasant one.

4. Can I use my laptop computer and cell phone on the train?

We do not have plugs at the seats or wireless internet for laptop use. Depending on your battery life, we suggest that you charge your computer at night during your hotel stays for use onboard the train. It goes without saying that you will have a better chance of seeing all the scenery without working on your laptop computer. Throughout much of the train route, the train will be out of cell phone range; however, cell phones may be easily used in the major areas that our tours visit.

5. Can you address my dietary concerns onboard the train?

Absolutely. All we ask is that you provide your booking agent or Rocky Mountaineer with 72 hours notice regarding your specific need. We will do everything possible to make your trip on the train memorable.

6. What is the protocol concerning gratuities for Onboard Attendants?

Gratuities are not included in prices (unless indicated) for onboard attendants, driver-guides, transfers, Kamloops Entertainment Staff, tour escorts, hotel porters or Red Cap porters.

7. What meals do I receive?

Breakfasts and lunches are included onboard the Rocky Mountaineer. See B (Breakfast), L (Lunch), D (Dinner) on each package page, which indicates the meals included as part of your package. Additional breakfasts and dinner for the entire vacation are available for pre-purchase through a meal plan.

8. Does the Rocky Mountaineer stop for photographs along the route?

No, the train only stops in Whistler, or Kamloops or Quesnel for an overnight stay; however, the train slows to a very slow speed at particularly scenic locations.