



ROCKY MOUNTAINEER®

MOBILITY REQUIREMENTS INFORMATION

Complete one form per guest

Guest Name:	Tour Start Date:					
Booking No.:	Tour Package Booked:					
Travel Agent (if applicable):	Agent Name:					
TRAIN REQUIREMENTS						
Important Note: Please inform your Vacation Consultant if you are bringing a wheelchair onboard one of our trains at the time of your booking. Wheelchairs onboard our trains have to be tied down for the safety of other guests and our onboard team. Due to space constraints, our engineers may have to make modification to the seating arrangements of the train coach on your journey and these modifications must be carried out well in advance of your travel date. Failure to disclose this information at the time of booking may result in we at the Great Canadian Railtour Company Ltd. (GCRC) and American Rocky Mountaineer LLC, operators of the Rocky Mountaineer in Canada and the USA respectively, denying boarding on the day of your travel. We do not accept any responsibility for disruption to your journey on this account.						
The guest is visually impaired:	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO		
The guest will be bringing a Service Animal* to the hotel:	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO		
The guest uses a cane or walker:	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO		
Is the guest a wheelchair user?	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO		
If yes, can the guest be transferred to a regular seat?	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO		
Is the guest traveling with someone who can/will provide any assistance that may be required? (If no, services for Floatplanes cannot be accepted.)	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO	Relationship:	
The guest will be bringing a wheelchair:	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO		
If yes, what type of wheelchair?	<input type="checkbox"/>	Fold-up	<input type="checkbox"/>	Electric	<input type="checkbox"/>	Scooter
Can the wheelchair be transported separately (not on train)?	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO		
If the wheelchair is motorized, does it use:	<input type="checkbox"/>	Wet Cell	<input type="checkbox"/>	Dry Cell		
Wheelchair/Scooter Dimensions:	<input type="checkbox"/>	Weight (lbs) 50lbs max.	<input type="checkbox"/>	Width (in.) 23" max.	<input type="checkbox"/>	Height (in.)
Is the wheelchair use for Assistance Only or Daily use?	<input type="checkbox"/>	Assist. Only	<input type="checkbox"/>	Daily Use		
The guest can step up to 3 or 4 large steps on a:						
Motorcoach/Bus	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO		
Train	<input type="checkbox"/>	YES	<input type="checkbox"/>	NO		

***Note on service animals**

In the regions where Rocky Mountaineer operates, a recognized Service Dog is one that has been trained to perform (a) specific task(s) to assist a person with a disability. This definition does not cover or include "comfort," "stress" or "anxiety" animals whose sole purpose is to be present with their owner. On our Canadian routes, a recognized Service Dog is an animal that is certified by a government-licensed Service Dog trainer or trainer that meets the qualifications and standards of Assistance Dogs International or Guide Dog Federation."



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The guest requires assistance walking 100 metres or more:		YES		NO
The guest will require a wheelchair accessible transfer (Available in Vancouver and Denver only):		YES		NO
NOTE ON TRANSFERS:				
JASPER: Only has one (1) wheelchair accessible taxi. Whilst we make every effort to have that available at the station, there may be some delay before it becomes available.				
QUESNEL: Wheelchair accessible transfers require 48 hours advance notice.				
BANFF: Does not offer wheelchair accessible motorcoach transfers. Due to the limited number of wheelchair accessible taxis, there may be some delay before one becomes available.				
MOAB & GLENWOOD SPRINGS: Wheelchair accessible transfers must be arranged 60 days in advance, due to the proximity to the nearest motorcoach company in the region.				

HOTEL REQUIREMENTS:				
Important Note: Please be advised that if a FULLY ACCESSIBLE Room is selected, the room will most likely come with: Lower Sinks, Grab Bars, a Raised Toilet, a Roll-In Shower (for Wheelchairs), Wider Doorways and accommodate only 1 Bed (Double Occupancy)				
The guest requires a FULLY ACCESSIBLE room:		YES		NO
The guest is okay with only one bed in the room: (most Fully Accessible Rooms have only one bed)		YES		NO
If a FULLY ACCESSIBLE ROOM is not necessary, the Guest requests: <i>(Please note that these requests cannot be guaranteed at all properties)</i>				
Grab Bars (including portable grab bars) in the bathroom:		YES		NO
A Raised Toilet:		YES		NO
A Shower Stool/Bench in the Bathroom:		YES		NO
A Walk-In Shower (Might have a small floor lip to walk over):		YES		NO
Flashing Lights: (for the Hearing Impaired)		YES		NO
A room close to an elevator:		YES		NO
The guest will be bringing a Service Animal to the hotel:		YES		NO



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LAND/SIGHTSEEING TOURS REQUIREMENTS

Please note, Depending on the type of tour and activities included, each of our tour partners have different abilities to meet mobility and accessibility needs. The motorcoaches do not offer hydraulic lifts for wheelchairs/scooters. You must be able to get on/off the bus without assistance. Alternatively, you may rent a vehicle suitable for mobility restrictions. Please advise if you require:

The guest requires:

Assistance getting on/off the tour bus:

YES

NO

A rental vehicle suitable for mobility restrictions:

YES

NO

Please describe in detail any condition, illness, physical challenges, equipment used or facilities that may require special assistance during your travel. (Add pages if necessary)

Signature of Guest:

Printed Name:

Date:

If the form is being filled out by person other than the guest, please fill out the information below.

Signature of Person completing the Form:

Full Name of Person completing the Form:

Relationship to the Guest Traveling:

Date:



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PLEASE EMAIL THIS FORM BACK TO THE SALES CENTRE AT ROCKY MOUNTAINEER

Email: groupoperations@rockymountaineer.com

Disclaimer:

You are solely responsible for reporting any mobility issues that may require special attention while on a vacation with Rocky Mountaineer at the time your reservation is made. Rocky Mountaineer will make reasonable attempts to accommodate your special requirements, but is not responsible in the event it is unable to do so, nor responsible for any denial of services by hotels, restaurants, motor coaches, taxis, or other independent suppliers. Rocky Mountaineer cannot provide individual assistance to a guest for walking, dining, getting on and off motorcoaches, and other vehicles, or other personal needs. Rocky Mountaineer strongly recommends a qualified and physically able companion to accompany those who need such assistance.

Not all locations including sightseeing stops accommodate wheelchairs and some locations and sightseeing activities require extensive standing, sitting or walking, sometimes on unpaved or uneven surfaces. Rocky Mountaineer is not responsible for any missed activities due to a guests inability to participate. Most transportation services, including the touring motorcoaches and taxis, are not equipped with wheelchair ramps.