



ROCKY MOUNTAINEER®

YOUR HEALTH AND SAFETY IS OUR PRIORITY

We are committed to delivering our world-class service to you while ensuring your health and safety are our highest priority. As government guidelines and industry best practices continue to evolve around the prevention of COVID-19 and other viruses and illnesses, we will continue to update and enhance our procedures and strive to be best in class when it comes to your health and safety. We will also continue to make our journeys as seamless and easy as we can for you. All we ask is that you follow our guidelines.

Leave the rest to us. Just sit back, relax and be assured we are taking care of you throughout your journey.

CHECK-IN



QUICK AND SEAMLESS CHECK-IN

Our online check-in process will get you onboard as quickly as possible.



PRE-TRAVEL SCREENING

We will ask you questions about your health and recent travels, and may take your temperature.

TRANSFERS AND BOARDING



SAFE PERSONAL SPACE

We will meet all physical distancing guidelines at time of travel to ensure a safe personal space.



SEAMLESS BOARDING

You will board the train directly from the motorcoaches to make the boarding as seamless as possible.



TRAVEL WITH THE SAME GROUP

You will be travelling with the same group of guests for all transfers to and from the train.

ONBOARD THE TRAIN



AIR FILTRATION SYSTEM

There will be a constant intake and circulation of fresh air with filters that capture 99.9% of airborne particles.



PERSONAL HYGIENE ITEMS

Soap, fresh water and hand sanitizer will be readily available in your coach.



ELECTROSTATIC DISINFECTANT SPRAY

At the start and end of each travel day, our train interiors will be thoroughly sanitized using an electrostatic disinfectant sprayer.



SAFE PERSONAL SPACE

We will meet all physical distancing guidelines at time of travel to ensure a safe personal space.



PERSONAL USE ITEMS

We have replaced communal use items, such as condiments and menus, with personal use items.



THOROUGH SANITIZATION

Your train seat and tray table will be sanitized at the start of each day. All high-touch and common areas will be disinfected throughout the day.

IN OUR DESTINATIONS



OUR PARTNERS

We want to ensure you receive the same high-level of service and commitment to safety throughout your journey as you do onboard our train. We will remain in close communication with our partners regarding any updates to their health and safety protocols as recommended guidelines evolve.



HOTELS

All the third-party hotels we partner with have implemented enhanced health and safety procedures in line with recommended best practices. This includes stringent cleaning procedures, plexiglass barriers, physical distancing signage, and hand sanitizer stations.

If you have specific questions about our partners' health and safety procedures, we recommend contacting them directly.

OUR TEAM IS COMMITTED TO YOUR HEALTH AND SAFETY

HIGHLY TRAINED

Our onboard team is highly trained in providing care and first aid should anything happen during your travel on the train.

MEDICAL PROTOCOLS

If you feel unwell, our onboard team will do everything in their ability to support you, including arranging for transport to the nearest medical facility. If a guest begins to display symptoms of COVID-19, our team will safely relocate them to an isolated rail car.

PREVENTATIVE MEASURES AND GEAR

Our team members will wear face coverings, gloves and other items, as needed, during the preparation and service of food and beverage, and during all interactions with you. Their temperature may also be taken.

GUEST EXPERIENCE CENTRE

Our guest experience team is ready to assist you, seven days a week from 6 am to 9 pm PT. You can reach them by phone at **1.800.653.4105** or by email at guestexperience@rockymountaineer.com.

BEFORE YOU GO

Please pack and wear a protective face covering, such as a non-medical face mask, for when two-metre distance between your travel group and others is not possible. This includes transferring to and from the train, and moving within the train to and from restrooms, dining room and on the outdoor viewing platform.

Updated: September 17, 2020

For the latest information, please visit rockymountaineer.com/health-and-safety

