

CANADA & USA

Know Before You Go



CANADA & USA MAP





ONTARIO

QUÉBEC

QUÉBEC CITY

Lac-Saint-Joseph

Ottawa

MONTREAL

Stowe

Boston

TORONTO

NIAGARA FALLS

NEW YORK CITY

Sydney

Halifax

Bar Harbor



Explore more with Travelmarvel

WELCOME TO CANADA & USA

Dear Traveller,

Welcome aboard your Travelmarvel tour of Canada & USA. This booklet has been compiled with the intention of answering as many of the questions that you may have about your tour of North America as possible. As part of APT, a family-owned company of nearly 90 years, we have a long history of taking travellers to this beautiful region. We are ideally placed to show you the best that Canada & USA has to offer in style, comfort and safety. Should you have any questions or concerns while on tour, our dedicated Tour Directors and Drivers are there to help. With their wealth of local knowledge, they're able to take you to the hidden attractions only locals know about.

So, on behalf of everyone at Travelmarvel, thank you for choosing to travel with us and may you enjoy a unique and memorable experience.

Geoff McGeary, Company Owner

Front cover: discover the incredible beauty of Moraine Lake

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Discover the intriguing history of Canada during your journey

PREPARING FOR YOUR TOUR

USEFUL WEBSITES

Climate: www.climate-zone.com

Time: www.timeanddate.com/worldclock

Currency Conversion: www.xe.com

Customs – Australia: www.customs.gov.au

– New Zealand: www.customs.govt.nz

– UK: www.hmrc.gov.uk/customs

International Telephone Calling: www.countrycallingcodes.com

Australian Government Advisory and Consular Service:

www.smarttraveller.gov.au

New Zealand Government Travel Advisory: www.safetravel.govt.nz

UK Government Travel Advisory: www.gov.uk/foreign-travel-advice

PASSPORTS & VISAS

You must carry a passport valid for at least six months after the return date, and have a valid return ticket. Always carry your passport and travel documents in your hand luggage. Keep photocopies in a separate bag and leave a copy at home with family or friends in case of an emergency.

All Australian, New Zealand and UK citizens travelling to Canada and the USA are required to register online for an Electronic Travel Authorization and to determine eligibility to enter. For all other nationalities, please contact your local consulate.

For Canada please go to www.cic.gc.ca/english/visit/eta.asp to read about the conditions of application and to register online. There is a fee of CAD\$7* payable in conjunction with the eTA registration (current as at time of print).

For USA (including on an Alaskan cruise) please go to www.esta.cbp.dhs.gov/esta/ to read about the conditions of application and to register online. There is a processing fee of US\$14 payable in conjunction with the ESTA registration (current as at time of print).

It is recommended that passengers register well in advance of their holiday and no less than 72 hours prior to travel. eTA and ESTA will provide an



Enjoy the exhilaration of a Calgary Stampede evening show

almost immediate determination of eligibility for travel under the Visa Waiver Program. If you do not have access to the internet, a third party, such as a relative or travel agent, may submit an application on your behalf. The traveller is still responsible under the law for the answers submitted on his or her behalf. Please PRINT a copy of the document for your records as you may be required to present a copy to airline staff upon check-in.

Note that visa and passport requirements are the responsibility of the traveller to organise and are subject to eligibility with Canadian and United States government requirements.

TRAVEL INSURANCE

For your protection, we strongly recommend that you purchase comprehensive travel insurance that covers trip cancellation for medical reasons, trip delay, medical expenses, accidental death, lost luggage, medical evacuation and airline cancellation charges under a variety of circumstances. Medical treatment can be very expensive and some hospitals in North America may not treat people who have no proof of insurance. Be sure to pack your policy in case you need to make a claim whilst on tour.

GENERAL PHYSICAL FITNESS

Travelmarvel cruises and tours are not physically demanding, however because of the nature of many of the sites you will be visiting, some tours will require a good level of fitness and health to participate. Some trips may not be appropriate for guests with certain medical conditions and physical restrictions. Walking tours are often on uneven ground and may include stairs as well as steep inclines. You should be able to stand on your feet for an extended period of time to visit museums, attractions and other sites, as well as when checking in for flights and cruises and at Customs and Immigration.

VALUABLES & SECURITY

Do not take anything with you that will create emotional or financial hardship if lost or stolen. Carry all documents, money, passport, tickets, valuables etc. with you. Do not carry these important items in your suitcase. You may find a money belt (worn inside clothing) useful while travelling. Never leave hand luggage unattended in hotel lobbies or dining rooms. Avoid exploration on your own of unfamiliar streets or areas. When sightseeing, lock valuables in the safe in your room or stateroom.



Enjoy the colourful charm of Ketchikan's waterfront

EMERGENCY CONTACT INFORMATION

With your final documentation, we will provide you with some important phone numbers and other information. Our local representatives are also available to assist with any needs that may arise while you are on tour. If for any reason you require assistance, please contact one of our representatives in the Vancouver Office on: 1866 576 0150 (toll free in North America).

LUGGAGE

Each passenger is entitled to take one piece of luggage that does not exceed 160cm² (63 inches²) and 20kg (44 pounds). The tour price includes portage for one piece of luggage; additional bags will be subject to approximately CAD\$8 per bag per hotel. You will have received a Travelmarvel backpack with your travel documents prior to starting your tour. In addition to your main luggage you may wish to use this as a small carry-on bag. If your holiday includes a rail journey on VIA rail, you will be required to pack down to an overnight bag for that portion.

CLOTHING

Dress code while on tour is casual and for daytime we suggest comfortable clothing that can be layered to accommodate changing weather. Very comfortable footwear is a must. Breathable wind/waterproof gear (jacket), fleece jacket/vest or warm jumper, warm jacket, warm hat, hat with brim, walking trousers/shorts, t-shirts, non-cotton base layers of varying weight, clothing and shoes for downtime and restaurants, underwear and socks. Bring some smart casual outfits for evenings. An evening dress or jacket is suggested at some hotels and for formal nights on Alaska cruises.

OTHER NECESSITIES TO PACK

Other necessities include:

- Passport, Wallet (cash, credit cards, bank cards)
- Money belt
- Airline tickets/e-ticket confirmation details
- Travelmarvel backpack (to hold extra layers, water, rain gear, snacks, sunglasses etc.)



Cruise in style and comfort aboard Holland America Line

- One 1 litre zip-top clear plastic bag to carry all liquids, gels and aerosols in carry on luggage
- Medications and copies of prescriptions
- Sunglasses, sunscreen, lip balm
- Toiletries, etc.

Recommended optional items include:

- Insect repellent
- Small umbrella
- Camera/memory card and charger
- Plug adapter and current converter for all electronics
- Travel alarm clock
- Binoculars
- List of important addresses and contact numbers
- Photocopy of front page of passport (kept separate from passport)
- Reading material

LEARN ABOUT YOUR DESTINATION

It may be helpful to do a little research on the locations that you will be visiting. Familiarise yourself with the area, cities, the language spoken and transport information. Refer to your itinerary when researching and try to prepare yourself for anything that may eventuate. The more you know about your destination, the more you'll appreciate all that you see when you arrive.

During your travels, you'll encounter new customs, culture and lifestyles. Appreciate and enjoy the differences as this process of discovery is one of the many benefits of travelling. Despite language barriers, a smile is universal. Friendliness and tolerance towards others, including your fellow travellers, Tour Director and crew, is essential for everyone's enjoyment of the tour. Please note if you're joining a cruise you will need a credit card for a security deposit.

Cruise lines cannot accept debit cards, cash passport cards or travellers' cheques. Before you depart, ensure your credit cards are valid for at least 30 days after your proposed date of return and that they are activated.



Throughout your journey, Travelmarvel takes care of you

You can obtain local currency at ATMs where available, but we advise you to always carry \$50-\$100 emergency cash. This should be enough to get you into town to withdraw more money. Remember to carry cash to cover restaurant bills and other services not included in your tour. Note that hotel receptions and after hours money exchanges carry high commissions and some stores do have a minimum spend amount. Also note that most hotels require a credit card rather than cash card for a deposit upon check in. Banks in North America are generally open from 10am to 5pm, Monday to Friday, although some might have extended hours including weekends.

TIPPING & SALES TAX

In North America, it is customary to tip for services including taxi drivers, doormen, hairdressers and particularly in restaurants and bars. Your Tour Director can assist on when to tip and how much. Wait staff and bartenders in North America make minimal salaries and depend on tips for a large part of their earnings.

As a guide, a restaurant waiter should be left (on the table as you leave) approximately 15% of the total bill, if the service and food was good. In bars, you should give the bartender approximately \$1 per drink, although you may want to be a bit more generous for the first round, ensuring good service.

For included meals on tour, Travelmarvel eliminates the confusion often caused by how much to tip by including the tipping of hotel and restaurant staff, as well as of local guides, in your tour price. This does not include any additional meals or activities you may choose to do while on tour. Gratuities for your Travelmarvel Tour Director, Travelmarvel Coach Driver, Rocky Mountaineer attendants, and Holland America Line staff are also included in your tour price.

ELECTRICAL APPLIANCES

In North America, the voltage is 110-120 volts, 60 cycles AC. If you want to bring a hairdryer or shaver from home, make sure it is dual voltage (it should have a switch which you can move from 110/220 volts). If it is not, you will need a voltage adaptor. You will also need a plug adaptor, with two parallel flat prongs to fit North American sockets.



Travelmarvel Tour Directors are on hand to help

STAYING HEALTHY ON HOLIDAY

It's important for you to be as healthy as possible before you travel, and to maintain your health by applying good hygiene practices whilst on tour. Respiratory and gastrointestinal illnesses, whilst usually minor in nature, can spread rapidly within a tour group, and have a major impact on everyone's enjoyment. Travelmarvel is committed to reducing the spread of infections on tours, and asks that you read and follow our recommendations, to ensure a healthy, safe and enjoyable holiday for you and your fellow travellers.

BEFORE YOU GO

Get Walking

As your tour or cruise will involve some sightseeing by foot, and you will be required to embark/disembark ships and/or other forms of transport, you will enjoy it more if you start exercising ahead of time. In the lead-up to your trip we recommend you start walking, three times a week (including some steps) building up to an hour at a time. This will ensure you have the stamina and energy to see and appreciate all the sights your tour/cruise has to offer. You should ensure your walking shoes fit properly and have been broken in prior to departure.

See Your GP

Your GP or travel clinic is the best source of information about preventative measures including vaccinations. We recommend all travellers consult your GP or local travel clinic for detailed advice to ensure maximum pre-travel preparation. Please take a copy of your travel itinerary with you to assist with the recommendations of appropriate medication and vaccinations. If you have health problems, ask your doctor to prepare your medical history for a foreign doctor. It should include your name, address, emergency contact, blood type, medical history, current medications and dosages, drug allergies, reasons for prior hospitalisation and a list of vaccinations and dates. A copy of your prescriptions are vital in case of any health problems. Prepare a list of your medications, including the name, dosage, prescribing doctor and their phone number. Pack sufficient medication for the duration of your tour. Your medication should be kept close at hand in your purse or carry-on bag. It is always good to carry a list of your medications in case they are lost and remember to leave everything in its original container so it can be easily identified. It is also a good idea to bring a copy of your prescription for glasses or contacts.



Understand relevant travel guidelines before your holiday begins

Pack a Medical Kit

A small medical kit is recommended for all travellers. Pharmacies in large cities will likely stock most basic medicines and supplies but they may be difficult to access and a prescription may be required for some medications. Your medical kit should include:

- A general purpose antibiotic to cover respiratory, skin and gastrointestinal infections (e.g. azithromycin).
- Your preferred cold & flu medication e.g. cold & flu tablets, throat lozenges, nasal decongestant.
- Your preferred painkiller e.g. paracetamol, ibuprofen.
- Medicine for gastrointestinal upsets e.g. antacids, 'stoppers' for diarrhoea and a laxative for constipation.
- Other supplies including bandaids, blister pads, thermometer, scissors, tweezers and eye drops for dry eyes.

IN THE AIR

- Wear loose clothing and comfortable shoes during your flight.
- Eat light meals, drink plenty of water and minimise caffeine and alcohol consumption.
- Alleviate pressure in your ears by chewing gum, yawning, swallowing, or gently blowing your nose.
- Avoid wearing contact lenses during your flight because aircraft cabin air tends to dry them out.
- To avoid swollen legs and to reduce the risk of deep vein thrombosis, wear knee length flight socks for all long haul flights and walk up and down the aisle to stretch your legs and get blood circulating. You could also do a few isometric exercises while seated (refer to your inflight magazine for recommended exercise).
- If you arrive in the morning, try to sleep during your flight so you can stay awake until the evening. This will help you adapt to the new time zone and to avoid jetlag.



Take proper health and safety precautions to ensure a stress free journey

ON TOUR

Don't Go Viral!

Practicing good hygiene is vitally important in stopping the spread of common viral infections such as colds, flu or gastro, which can spread quickly in an enclosed area such as coach, train, plane or cruise ship.

Practice Good Hygiene:

- Washing your hands is the most effective way to reduce the risk of contracting and spreading infections.
- Health experts recommend you wash your hands often with hot water and soap for 20 seconds or longer, before eating, after sneezing or coughing and after touching high contact surfaces (such as door knobs, elevator buttons and railings).
- Please be mindful of your fellow travellers with respect to coughing, sneezing and the disposal of used tissues.
- Hand sanitiser dispensers are located in various public areas on board all our ships and coaches. Please make sure you make use of these when reboarding and before all meals.

Colds & Flu

Viral respiratory infections are the most common infectious illnesses affecting travellers. Colds and flu are primarily spread by people coughing, so please practice hygiene and respiratory courtesy – wash your hands often, cover your coughs and sneezes, and use anti-bacterial wipes/hand sanitiser frequently i.e. after shore excursions, prior to meals and throughout the day.

Influenza is commonly contracted while travelling overseas. The 'Flu Vaccine' protects against flu viruses expected to be prevalent during the current flu season. You should discuss this with your GP.



From the start of your holiday, you will be looked after by the best

Gastro & Travellers Diarrhoea

Travellers diarrhoea is the second most common infectious illness affecting travellers. The illness can be due to a number of different bugs including viruses and bacteria. Viral gastroenteritis is generally spread by person-to-person contact whereas bacterial gastroenteritis is generally spread from consuming contaminated food or water. Strict personal hygiene measures, particularly hand washing, helps protect you from getting sick and of course spreading the infection to others.

OUR HEALTH & SAFETY PROTOCOL

Travelmarvel has created a Health & Safety Protocol that all our Tour Directors and Cruise Directors are required to adhere to. You may be requested to assist in reducing the spread of viruses if you are showing symptoms while on tour.

If you are showing symptoms of a cold or a virus whilst on tour, you may be asked to wear a face mask, have meals in your room or cabin instead of the dining room, or remain in your cabin until the symptoms improve.

WATER & FOOD SAFETY

- In remote destinations, we recommend drinking bottled water when travelling. Always ensure the seal is intact prior to consuming.
- In remote destinations, bottled water should always be used for cleaning your teeth, unless you are specifically advised the tap water is safe for cleaning your teeth. If you are unsure, please ask your Tour Director.
- When visiting countries where you are unsure about general hygiene practice, please take care if buying food from street vendors or in small restaurants away from your hotel, cruise ship or recommended venues. At these places, avoid raw fruit and vegetables, dairy products (including ice cream) as well as meat and fish not properly cooked. It is generally safe to eat cooked meats and vegetables prepared in tourist hotels and tourist area restaurants. Fruit that you peel yourself is considered safe.
- You can feel safe eating anything served to you at the tour hotels and while on-board your cruise.
- Don't buy alcohol from street vendors.



Enjoy exceptional hospitality every step of the way

ALTITUDE SICKNESS

Acute Mountain Sickness (AMS) is a condition caused by ascending to high altitudes. Symptoms include headache, lack of appetite, nausea, dizziness, fatigue or weakness. We recommend you consult your GP for their opinion as to whether you may require preventative medication.

To reduce symptoms of altitude sickness we recommend that you drink plenty of fluids: water, fruit juices, herbal tea and avoid caffeinated and alcoholic drinks. If you experience any of the above symptoms please inform your Tour Director.

The highest elevations on our tours are approximately 2,300 metres in the Canadian Rockies and approximately 1,100 metres in the Eastern capital cities. You may experience shortness of breath, mild fatigue and a slight headache.

SUN EXPOSURE & DEHYDRATION

The weather will be variable on your tour. Drinking plenty of water is important to prevent dehydration. A hat and good sunscreen are important for preventing sunburn, even on overcast days.

USEFUL HEALTH-RELATED WEBSITES

Australia:

- www.traveldoctor.com.au
- www.travelclinic.com.au
- www.travelvax.com.au
- www.smarttraveller.com.au
- www.smarttraveller.com.au/tips
- www.tga.gov.au/travelling-medicines-&-medical-devices

New Zealand:

- www.holidayhealth.co.nz
- www.traveldoctor.co.nz

UK:

- www.fitfortravel.nhs.uk
- www.travelhealthpro.org.uk
- www.masta-travel-health.com



Throughout your journey, Travelmarvel takes care of you

AT THE AIRPORT

RECONFIRMATION OF FLIGHTS

We recommend that you contact your airline(s) or travel agent at least 72 hours before your initial flight to confirm your departure details.

CHECK-IN

It is important that you arrive at the airport at least two hours before domestic and US flights and three hours in advance for international flights. This will allow you time to check in your baggage, present your passport and ticket, get seat assignments, boarding passes and make your way through security procedures to the boarding area.

LATE OR MISSED FLIGHTS

If your flight is delayed, or if you miss a connecting flight, please call the Travelmarvel Vancouver office on Toll free 1 (866) 576 0150 (within North America) / Land Line +1 (604) 683 0150 with your new flight details as they will make every effort to meet you when you arrive. If you are not met due to a delayed or missed flight, please make your own way to the tour meeting point. Retain any receipts, in case you need to make a claim with the Airline or Travel Insurance Company.

RESTRICTIONS - CHECKED LUGGAGE

International airlines may impose fees or require you to remove articles if weight or size limits are exceeded. We advise you to contact your airline or travel agent for specific information prior to departure, as size and weight limitations may vary. Test the weight of your packed suitcase. You should be able to lift it and comfortably transport it for short distances.

RESTRICTIONS - HAND LUGGAGE

For your comfort, limit hand luggage to one bag that fits under your aircraft seat or in the overhead compartment. You'll receive a Travelmarvel backpack with your documentation. On board the plane, ensure you have your passport, airline tickets, medication and all your travel documents in your hand luggage.



Indulge your tastebuds throughout Canada and the USA

Please contact your airline or travel agent for specific information prior to departure, as size and weight limitations may vary depending on the airline.

LUGGAGE TAGS

We supply Travelmarvel luggage tags for you to fill out and attach to your suitcase and hand luggage. It is also a good idea to put a label with your name, address and telephone number on the inside of your suitcase and hand luggage. For security reasons, keep all unchecked luggage in your immediate possession. Unattended luggage can be confiscated by airport personnel.

LOST/DELAYED LUGGAGE

Sometimes luggage is delayed during air transit. It is recommended to take a change of clothing and any essential medication in your hand luggage, or pack some clothing in your travel companion's bag. Place a copy of the hotel contacts inside each piece of luggage. If your luggage is lost, this will help the airline find you.

Should your luggage be delayed, it is the responsibility of the airline to deliver it to you. Claims for reimbursement should be submitted directly to the airline – a claim form should be filled out at the appropriate airline desk upon arrival.

If you require any assistance in contacting the airlines for information regarding your delayed luggage, please ask your Tour Director or local host upon your arrival.

AIRPORT & AIRLINE SECURITY

Most countries follow the following guidelines regarding liquid, aerosol and gel restrictions on flights. However, we advise you to check with your airline for clarification of regulations before you leave. Each container of liquids, aerosols or gels in your carry on luggage must be 100ml or less. All must be sealed in a transparent, one litre (or less) resealable plastic bag. You may still carry through the screening point prescription medicines and non-prescription medicines that you need for the flight. Proof of need may be required.



Experience impeccable service on board your cruise ship

At the screening point, you will have to surrender any liquids, aerosols or gels greater than 100ml. This includes duty free items (at many airports, you are able to purchase duty free items after you have passed through the screening point for your international flight). Items allowed include empty containers such as medicines that you need for the flight. Proof of need may be required.

At the screening point, you will have to surrender any liquids, aerosols or gels greater than 100ml. This includes duty free items (at many airports, you are able to purchase duty free items after you have passed through the screening point for your international flight). Items allowed include empty containers such as mugs or flasks, cosmetics and toiletries such as sanitary items, talcum powder, contact lenses and lens solution, solid foods, medicines including prescribed medication (e.g. insulin) and essential non-prescribed medication.

Items over 100ml not allowed include: drinks in cans or bottles; liquid cosmetics and toiletries that are in liquid or gel form, such as perfumes, creams and products in pressurised such as hairspray, shaving foam or gel; and aerosol deodorants and liquid-based food products.

CUSTOMS

To prevent the introduction of exotic pests and diseases on your return home, arriving travellers are screened and luggage is often inspected or x-rayed by Customs or Quarantine officers. All food needs to be declared, and any items of plant (including wood) and animal origin.

Travellers should also declare items on which duty or tax might be payable (check with customs about the duty free concession). For more details, visit the customs website listed on page 6 under 'Useful Websites'.



Enjoy the views from the Marriott Gateway on the Falls

ARRIVAL & DEPARTURE INFORMATION

TRANSFERS

Transfers must be pre-arranged at the time of booking and flight details need to be provided at least 60 days prior to your departure.

TRANSFER MEETING ARRANGEMENTS

If you are arriving at the airport on the first day of the tour, you will be welcomed by a Travelmarvel representative and then transferred to your hotel. Airport transfers are included on the first and last day of the tour package at designated times. They are also included if you have booked pre or post tour accommodation with Travelmarvel.

Transfers cannot be re-routed to other pick-up points or destinations. If you miss your pre-booked transfer you must make your own way to the hotel at your own expense. Please check your Travelmarvel personalised itinerary in your travel documents to make sure transfer details are indicated and correspond to your flight information.

TRANSFERS NOT ARRANGED BY TRAVELMARVEL

If you have independent travel arrangements prior to your Travelmarvel tour and do not have a Travelmarvel transfer, the Tourist Information Office at your arrival city will be able to offer further assistance with directions to your hotel.

All hotel addresses and contact details are outlined towards the end of your personalised itinerary.



Savour the flavours as you enjoy a western-style BBQ dinner in Jasper

HOTEL ARRIVALS/DEPARTURES

Check-In

Hotel check-in time is generally around 4pm local time, but where possible, the hotel will try and have your room available earlier. If your flight arrives in the morning, luggage can be dropped off at the hotel before check-in and stored until your room is ready.

Check-Out

Check-out times may vary however, they are usually at 11am or noon. If you have a late afternoon or evening flight, most hotels have a luggage room where you can store luggage until your departure, and may charge a fee. A hotel day room may also be arranged with the hotel directly at an additional cost (subject to availability).



Stay at the inviting Parkside Hotel & Spa in Victoria



Immerse yourself in the alpine beauty of Lake Louise

ON TOUR – GENERAL INFORMATION

SPECIAL ASSISTANCE

Passengers require a good level of fitness and health to participate on our Canada & USA program. Travelmarvel welcomes passengers with disabilities or special needs provided they are accompanied by a companion capable of providing all necessary assistance. However, any disability or medical condition must be reported to Travelmarvel at the time of booking to ensure the tour you have chosen is suitable and meets your needs. If passengers require a wheelchair, they will need to provide their own. Wheelchairs need to be collapsible in order to be stored under the coach. We regret that we cannot provide individual assistance to a tour member for walking, getting on/off coaches and cruise ships and other transportation vehicles, or other personal needs.

COACH SAFETY

Passengers must remain seated at all times while the coach is in motion to avoid serious injury. Passengers using the emergency bathroom do so at their own risk. Hand luggage and other personal items should be safely stored in the overhead luggage racks or under your seat to keep the aisles clear. Heavy items, bottles etc. should not be stored overhead. No passengers are permitted to remain on the coach during stops. Do not leave any valuable items on the coach. Please watch the stairs and overhead entrances when ascending into the coach, and check for traffic when exiting the coach. We ask that you follow these safety precautions and take the time to note all emergency exits.

MINORS

Minors under the age of 18 travelling to foreign countries must be accompanied by an adult and have a notarised letter of consent signed by the parent(s) not travelling with them. Parents, guardians and chaperones are responsible for overseeing the conduct of minors in their care. As such, minors may not be left unsupervised on board the ship, coach or at hotels or attractions. A parent or legal guardian MUST accompany children under the age of 18 on all tours for safety and liability reasons. Please contact the Travelmarvel Reservations Team for more information.



Enjoy a comfortable cruise experience aboard your Holland America ship

ALLERGIES

If you have a food allergy or other condition, which needs to be managed on tour, please advise your booking agent as soon as possible, and your Tour Director upon arrival, as most suppliers require advance notice to cater for your condition. In some cases you might be asked to fill out a form or waiver.

TRAVELLER FEEDBACK

We are sincerely interested in your detailed comments about your experience and holiday. We strive to further improve our tours in response to these comments. On board, you will receive a Travelmarvel Traveller Feedback form. Please take a few minutes to complete it and return to your Tour Director. Your comments are then sent directly to Travelmarvel in both Canada and Australia. By advising us of your travel preferences and interests, you can help us develop tours and customer programs that meet your needs.

SEAT ROTATION

To ensure you have the opportunity to enjoy front and window seats, a daily seat rotation system is employed on our coaches.

TRIPLE ACCOMMODATION

Many hotels in North America require triple rooms to use existing bedding – this may require three guests to share two beds. While cruising, triple cabins will consist of a sofa bed.

MEALS

Breakfasts are usually buffet with hot and cold options. Lunches are generally not included unless on board a cruise. In North America an entrée is called a starter or an appetiser. An entrée is the main meal. Both alcoholic and non-alcoholic drinks are purchased at your own expense.



Alaska's Inside Passage will captivate you as you cruise

HOLLAND AMERICA LINE

ONLINE CHECK-IN & EXPRESS DOCS CRUISE DOCUMENTATION

It is essential that you complete your cruise Online Check-in prior to departing for your trip. Once you've completed the Online Check-in and are within 50 days of sailing, your electronic documentation (Express Docs) will be available for you to print.

To complete your Online Check-in you will need:

- Full legal name
- Birth date
- Passport details
- Home address
- Home telephone number
- Emergency contact details
- Return flight information
- Operational Reference (located in your Travelmarvel itinerary).

Holland America Line website –www.hollandamerica.com/cruise-vacation-planning/OnlineCheckIn.action



Grizzly bears are an unforgettable sight

SETTLING YOUR BILL ON BOARD

Cruise lines maintain a 'cashless society' – simply provide your credit card details during the online check in procedure, authorize your purchases, then settle your account with one transaction at the end. Note that personal cheques, travellers' cheques and debit cards are not accepted on board. Upon embarkation, an initial authorization of US\$60 per person for each day of your cruise will be placed against your card. A cash option is available and you will be required to leave a deposit at the start of your cruise. This is approximately US\$60 per person per day. Failure to do so may forfeit your right to board.

At the end of your cruise, you will receive a final statement, and your card will be charged only for the actual amount of your purchases. Any applicable refunds will be credited to your onboard account whether purchased prior to or during your cruise. Please have the credit or debit card(s) you registered with you and available for the duration of the cruise.

Please inform your credit or debit card issuer in advance that your card will be used on a Holland America Line ship. This will help prevent delays in obtaining the authorization(s) throughout your cruise. Please note some banks may keep the authorization in place for up to 30 days. Please allow for this deduction on your account for up to 30 days and contact your bank if you have any concerns or if the amount is not refunded.

APPLIANCES

All staterooms are equipped with standard 110 AC and 220 AC outlets. Hairdryers are available in staterooms on all ships. You will need a plug adaptor that has two parallel flat prongs to fit North American sockets.

DINING

Formal dining is available in the main dining room and a buffet dining option is also available. Specialty restaurants on board are subject to a surcharge, starting from \$10 USD per person. Complimentary room service is available 24 hours a day. If you have any special dietary requirements or other special needs, you may be required to complete a special request form.



Witness world-class scenery aboard a Holland America cruise

GRATUITIES

Tipping is included in your tour price for dining and stateroom services. Please note that a 15% service charge will be automatically added to your bar charges and dining room wine account.

CLOTHING

Shipboard attire is mainly casual during the day. For the evenings, it is recommended that gentlemen bring at least one suit jacket and tie to be prepared for two formal evenings. Each evening, the following day's program will be delivered to your room, announcing that evening's suggested dress. There are elegantly casual, informal and formal evenings. Formal hire is available directly with the cruise line. On formal evenings you can dine casually in the buffet Lido Restaurant.

MEDICAL ASSISTANCE

There is a doctor and nurse on board and a charge for their service applies. You must pay for medical services up front and claim for reimbursement from your Travel Insurance Company on your return home. The crew is authorised to have you disembark or confine to your cabin for medical reasons and you may not be able to reboard. Please carry appropriate medical insurance with you.

SHORE EXCURSIONS

We suggest you book shore excursions online prior to departing (this must be done at least ten days before your cruise departs), as the more popular ones can sell out even before you board. To do this, go to www.hollandamerica.com to book. You will need your credit card and booking reference. Your tickets will be waiting for you in your stateroom when you board.

ENHANCE YOUR JOURNEY

SELECT EXPERIENCES

In most cities your schedule usually includes a half-day city sightseeing tour as well as enough time to explore the city at your leisure. Several experiences are available at reasonable prices to provide further opportunities to taste local flavours, and pursue special interests. Some excursions are by nature adventurous and therefore can involve some personal risk. As a passenger, you must make your own assessment of the risk involved in any excursion and take sole responsibility for any decision to participate. As the booking agent, Travelmarvel is not liable for any personal risk or injury.

Please note that not all tours are offered on all itineraries. Availability of tours is also subject to sufficient participation, weather conditions seasonal suitability and group interests. Prices are in local currency and are subject to change.



VANCOUVER



GROUSE MOUNTAIN GONDOLA RIDE

Duration: 1-3 hrs

\$45

Journey up the side of incredible Grouse Mountain and along the way enjoy views of lush greenery, the spectacular city of Vancouver, and the sparkling Pacific Ocean.



FLY OVER CANADA EXPERIENCE

Duration: 8 mins

\$21

Soar over Canada's most incredible sights on an unforgettable virtual flight simulator experience that is guaranteed to take your breath away and leave you with lasting memories.



GRANVILLE ISLAND MARKET TOUR

Duration: 2 hrs

\$60

Taste regional delicacies and learn about food selection and preparation during a guided tour of Vancouver's best-loved public market.



CAPILANO SUSPENSION BRIDGE PARK

Duration: 2.5 hrs

\$38

Wander across the Capilano Suspension Bridge, which is some 70 metres above the Capilano River.



HOP-ON, HOP-OFF SIGHTSEEING TOUR

Duration: Day Pass

\$40

Take in the sights of Vancouver at your own pace during a self-guided hop-on, hop-off bus tour.

BANFF



BANFF EXPERIENCE TOUR

Duration: 3 hours

\$70

Learn about the township of Banff, its people and its wildlife while exploring spectacular sights. Includes a visit to Johnston Canyon.



HELI FLIGHTSEEING

Duration: 12 mins flight time

\$125

An excellent tour for a first-time flyer over the Canadian Rockies. Escape to Spray Valley and the spine of the Goat Range for a truly unforgettable experience. Upgrades for longer tours are also available, please ask your Tour Director.



BOW RIVER FLOAT TRIP

Duration: 1 hr

\$40

Fully immerse yourself in the Canadian Rockies as you enjoy a relaxing float trip down the majestic Bow River. Keep your eyes peeled for any wildlife on the river banks. Suitable for most fitness levels.



VOYAGEUR CANOE TOUR

Duration: 1 hr

\$47

Paddle in a Voyageur Canoe along the Bow River while listening to your guide's intriguing tales. You'll experience first hand the incredible beauty of this glacier-fed river system in Banff National Park.



GOLF CART TOUR

Duration: 1.5 hr

\$35

The golf course at the Fairmont Banff Springs is a championship course renowned for its panoramic beauty. Set off on a guided golf cart tour, learn about the history and search for wildlife.

JASPER



MALIGNE VALLEY EXPERIENCE

Duration: 3-4 hrs

\$55/\$110

Travel through spectacular Maligne Valley to Maligne Lake and enjoy either a hike (spring) or a cruise (summer), at one of the most picturesque locations in the Rockies.



HARLEY DAVIDSON SIDECAR TOUR

Duration: 1 hr

\$105

Explore the exhilarating Jasper wilderness during a chauffeured motorcycle sidecar tour. Learn about the local landscape, flora and fauna while living the dream of riding on a legendary Harley.



JASPER EVENING WILDLIFE DISCOVERY

Duration: 3 hours

\$55

Jasper National Park is the ideal place to see elk, deer, coyotes, moose, bighorn sheep and mountain goats in their natural environment. This is an experience not to be missed!

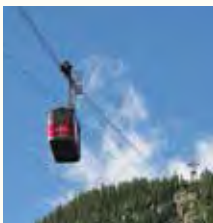


RAFTING ATHABASCA RIVER

Duration: 2.5 hrs

\$65

Take to the Athabasca River for a perfect introduction to rafting. Small rapids allow your licensed guide to point out areas of interest.



JASPER TRAMWAY

Duration: 1 hr

\$48

Jasper's peak attraction provides an unforgettable view of the Athabasca Valley and Jasper National Park. Transport on tramway shuttle is included.

VICTORIA



WHALE WATCHING

Duration: 3 hrs

\$85

Choose between cruising in a Zodiac or on board a luxury motor yacht, as you embark on an exciting adventure in search of whales, sea lions and more.



HORSE-DRAWN CARRIAGE TOUR

Duration: 40 mins

\$140 per carriage

Enjoy a leisurely horse-drawn carriage tour of Victoria. This includes James Bay district, waterfront views, the gardens of Beacon Hill Park, Victoria's oldest church and Totem Park.



SEAPLANE FLIGHTSEEING

Duration: 20 mins flight time

\$100

This thrilling 20-minute flight offers breathtaking aerial views of Victoria and the Strait of Juan de Fuca, with the Olympic Mountains in the distance.



HISTORIC WALKING TOUR

Duration: 1.5 hrs

\$30

Walk back through time and try to imagine what life was once like along Victoria's historic harbour. The leisurely pace will suit all fitness levels.

WHISTLER



BLACKCOMB MOUNTAIN JEEP SAFARI

Duration: 2 hrs

\$120

Wind your way through the surrounds of Blackcomb Mountain on a Jeep tour. See mountain wildlife and enjoy spectacular views.

WHISTLER



GONDOLA RIDE

Duration: 1 hr

\$50

Enjoy an impressive gondola journey on the Peak 2 Peak Gondola, between Whistler and Blackcomb mountains, and discover the remarkable natural beauty of this region.



ZIP TREK

Duration: 1.5 hrs

\$120

An incredible way to see the wilderness of Whistler at its best, the adventure seekers may like to try the Zip Trek. You'll be captivated by stunning views during this high flying adventure.



TREE TREK

Duration: 1.5 hrs

\$40

Explore Whistler's ancient forest on an informative Tree Trek. Enjoy bird's eye views from suspension bridges and treetop platforms.



HELI FLIGHTSEEING

Duration: 12 mins flight time

\$175

Take in the sights surrounding Whistler from the air during a helicopter flight including an aerial view of the Peak 2 Peak Gondola.



FLOAT PLANE

Duration: 20 mins flight time

\$105

Let your spirits soar on a flight over the stunning mountains of Whistler.

OTTAWA



OTTAWA BY BICYCLE

Duration: 2 hrs

\$110

Set off with a local guide on a leisurely two hour bicycle tour through the heart of Canada's capital.



CANADIAN MUSEUM OF CIVILIZATION TOUR

Duration: 2 hrs

\$45

Learn about the incredible cultural, historical and artistic achievements of Canada's First Peoples on a fascinating tour of the First Peoples Hall.

QUÉBEC CITY



HORSE-DRAWN CARRIAGE RIDE

Duration: 40 mins

\$150 per carriage

Sit back and enjoy a nostalgic horse-drawn carriage ride through the historic cobblestone streets of Québec City, taking in all the sights along the way.



RIVER CRUISE

Duration: 1.5 hrs

\$35

Set out on a fascinating cruise of the St Lawrence River, and get the best perspective of old Québec City. See historic towns and charming inlets.

MONTREAL



WALKING TOUR OF OLD MONTRÉAL

Duration: 2.5 hrs

\$30

Explore the sights, sounds and charming cobblestone streets of Old Montréal, a historical district set by the beautiful St Lawrence River.

MONTREAL



UNDERGROUND WALKING TOUR

Duration: 3 hrs

\$30

Explore the impressive network of underground passageways linking Montréal's buildings and stations during this incredible walking tour.

Image courtesy of Tourisme Montréal – Daniel Choinière.

NIAGARA FALLS



HELICOPTER FLIGHT

Duration: 9 mins flight time

\$120

Take to the skies and get an eagle eye's view of Niagara Falls on an exhilarating helicopter flight. This iconic wonder has never looked so good.

NEW YORK



NEW YORK BY NIGHT

Duration: 1.5 hrs

\$49

Enjoy incredible views of the dazzling Manhattan skyline and enjoy the evening ambience of Times Square, Greenwich Village, SoHo, Little Italy and more.



CIRCLE LINE CRUISE

Duration: 2.5 hrs

\$41

Glide through New York Harbor and take in many of the city's sights, including an impressive close-up of the Statue of Liberty.



Denali National Park's vast landscapes are a sight to behold

CANADA AT A GLANCE

LANGUAGE

English and French are Canada's two official languages. English is spoken in most areas although in the Province of Québec, people might address you in French first and expect you to know a couple of French words, which your Tour Director will happily teach you! Although French spoken in Québec is slightly different than in France (with its own sayings and a range of accents), if you speak standard French, Québécois will easily understand you.

CURRENCY

The basic unit of currency in Canada is the Canadian Dollar. Paper currency comes in denominations of \$5 (blue), \$10 (purple), \$20 (green) and \$50 (red). The brown \$100 bill and larger bills are less common and can be difficult to change. Canadian coins come in denominations of 5 cents (nickel), 10 cents (dime) and 25 cents (quarter). Canada has \$1 and \$2 coins.

SALES TAX

Canada has a 5% GST (Goods and Services Tax) as well as Local and Provincial taxes that change depending on which area you are visiting. At the time of printing, in Ontario the GST and Provincial Tax have been combined into the Harmonized Sales Tax (HST).

TIME ZONES

Daylight Savings Time is in effect from the second Sunday in March, when the clocks in most of Canada and USA are advanced by one hour, until the first Sunday in November. Canada encompasses six of the world's 24 time zones. Pacific Time is the westernmost time zone and is eight hours behind Greenwich Mean Time. The easternmost time zone is Newfoundland Time. Newfoundlanders, being the quirky souls that they are, have set their time to an unconventional four and a half hours ahead of Pacific Time.



WEATHER

	May	July	September	December
(approximate temp.)	Min./Max.°C	Min./Max.°C	Min./Max.°C	Min./Max.°C
Vancouver	8 – 17	13 – 22	10 – 18	1 – 7
Banff	1 – 14	7 – 22	4 – 17	-14 – -4
Jasper	2 – 15	8 – 22	3 – 16	-14 – -6
Toronto	2 – 11	13 – 24	13 – 22	-3 – -3
Quebec City	6 – 17	14 – 25	8 – 18	-13 – -5

Canada has four distinct seasons: spring, which runs from mid-March to June, summer from June to mid-September, autumn from mid-September to mid-November and winter from mid-November to mid-March. Note that in mountainous regions like the Rockies it is common to still have snow on the ground in June and/or lakes to be frozen.



Stroll New York City's iconic Brooklyn Bridge



The sprawling metropolis of New York City is thrilling

USA AT A GLANCE

CURRENCY

The basic unit of currency in the United States is the US Dollar. In paper form it is available in \$1, \$2 (rare), \$5, \$10, \$20, \$50 and \$100. They are all the same size and colour and can be easily confused. Coins are available in 1 cent (penny), 5 cents (nickel), 10 cents (dime), 25 cents (quarter) and the rare 50 cents (half dollar) coin.

TIME ZONE

The United States uses nine standard time zones. Pacific Time is the westernmost time zone and is eight hours behind Greenwich Mean Time.

WEATHER

	May	July	September
(approximate temp.)	Min./Max.°C	Min./Max.°C	Min/Max.°C
Los Angeles	15 – 24	18 – 29	18 – 28
San Francisco	11 – 20	13 – 22	13 – 23
New York	12 – 22	20 – 29	16 – 24
Boston	10 – 20	18 – 28	14 – 23



Journey aboard the famous Alaska Railroad from Fairbanks to Anchorage

ALASKA AT A GLANCE

THE LAND

Alaska's immense beauty and endless expanses of undeveloped space earn this rugged American state its name, the Great Land of the West. Here, lush forests border giant ice fields, active volcanoes rise above glacial valleys, majestic tundras sweep along emerald waterways and the spirit of adventure prevails, making for a truly memorable journey.

Originally part of the Russian empire, Alaska was sold to America in the 1860s for the sum of \$7.2 million. Abundant wildlife and pristine wilderness are preserved in this magnificent frontierland.

THE PEOPLE

This vast land is home to around 630,000 people, who are descendants of the original nomadic tribes, European traders and those lured by the promise of the gold rush. About 20% of Alaska's residents are native or of native descent, but there was a time when their cultures dominated Alaska. In general, there are three groups of Alaskan natives – Indian, Eskimo and Aleut. The terms Inuit and Native American are also used in place of Eskimo and Indian in an effort to be politically correct. In Canada, First Nations is the preferred term. In Alaska, Eskimo and Indian are not considered derogatory terms. Eskimos, Indians and Aleuts pride themselves on their heritage.

You can experience the state's unique native culture through many avenues including totem carving, native dancing, the blanket toss, traditional music, crafts and festivals, as well as cultural and historical museums, heritage centres and academies.



Head into the wild, in style, with Travelmarvel

WEATHER

	May	July	September
(approximate temp.)	Min./Max. °C	Min./Max. °C	Min/Max. °C
Anchorage	4 – 13	12 – 18	6 – 13
Fairbanks	2 – 16	11 – 22	1 – 12
Juneau	5 – 14	10 – 18	7 – 13

DAYLIGHT HOURS

During the Alaskan summer, it may seem as if there is no night. On average there are around 18 daylight hours in Anchorage and 20 daylight hours in Fairbanks.

CLIMATE & CLOTHING

Alaska, like the rest of the Pacific Northwest, is mild in summer. However, evenings can get cool even during the summer months and you may experience the occasional rain shower. During spring and autumn the chance of rain increases and temperatures during the evenings are much cooler.

Layering is best suited to Alaska, as you can add or remove a piece of clothing as the weather changes. We recommend a medium-weight coat and a water-resistant jacket, as well as scarf, hat and gloves. Good walking shoes are also essential.



Discover Denali National Park

TRAVELMARVEL 

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HEAD OFFICE Australian Pacific Touring Pty Ltd
(ABN 44 004 684 619 Lic. No. 30112)
Level 4, 1230 Nepean Highway, Cheltenham, VIC 3192

Email: info@travelmarvel.com.au
Facsimile Reservations 1800 655 220

NEW ZEALAND APT International Tours Limited
Suite 4, Level 1, 20 Augustus Terrace, Parnell,
Auckland, 1052, New Zealand, DX EX 10986

Email: info@travelmarvel.co.nz
Facsimile Reservations 0800 521 721

UK 1st Floor, Chalfont Court
5 Hill Avenue, Amersham
Buckinghamshire, HP6 5BD United Kingdom
Email: info@aptouring.co.uk
Freephone: 0800 012 6686
Outside UK: +44 1494 738 667
www.aptouring.co.uk

RESERVATIONS AND ENQUIRIES

Australia Wide (Local Free Call)

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www.travelmarvel.com.au

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This booklet is designed as a guide to assist you when preparing for your tour. Much of the information within is subject to change and, while all care has been taken to ensure information is correct at the time of printing, we cannot take responsibility for any subsequent alterations. Publication No. H4804
Printed in Australia. Effective January 2016.