

ROCKIES, RAIL & ALASKA WITH HOLLAND AMERICA LINE

Go Beyond Cruising Tour | 16 Days | Physical Level 1

BANFF – KAMLOOPS – VANCOUVER – JUNEAU – SKAGWAY – KETCHIKAN – VANCOUVER

Exploring some of North America's most magnificent landscapes, this journey brings together the soaring peaks of the Canadian Rockies, the comfort of the Rocky Mountaineer and the wild beauty of Alaska's Inside Passage. From the mountain scenery of Banff and Lake Louise to the glaciers, fjords and wildlife-rich waters of Alaska, this Cruise & Tour is packed with unforgettable views and iconic experiences.

- Explore the spectacular beauty of Banff National Park
- Ride the Rocky Mountaineer through the Canadian Rockies
- Discover Vancouver and beautiful Butchart Gardens
- Cruise Alaska's scenic Inside Passage
- Experience the wild landscapes of Juneau, Skagway, Glacier Bay and Ketchikan

TOUR MAP



TOUR INCLUSIONS

- Return international economy flights, taxes and fuel surcharges (unless on land only option)
- 7night Cruise with Holland America Line (HAL) – Koningsdam
- Holland America Line Have It All package
- All accommodation
- Meals as stated *(if dining onboard throughout)* - 13 breakfasts (B), 12 lunches (L), 12 dinners (D)
- All sightseeing and entrance fees, transportation and transfers pre and post cruise
- English speaking Local Guides pre and post cruise or English speaking National Escorts (if your group is 10 or more passengers)
- Specialist advice from our experienced travel consultants
- Comprehensive travel guide

Pre and post cruise, the elements you may have to pay for are personal expenditure, such as drinks, optional excursions or shows, insurance of any kind, tipping, early check-in or late checkout, and any other items not specified on the itinerary.

During the cruise, your meals onboard will be included in the main dining areas. Your Holland America Line Have It All package also includes selected drinks including alcohol, one night of Specialty Dining, Wi-Fi, cruise gratuities and a USD $100 shore excursion credit. Should you wish to dine in any Specialty Dining restaurants not included in your cruise package, you will be required to pay for these locally. In addition, if you opt to dine off the ship, these meals will also be paid for locally, and please note you will not be refunded for meals missed onboard.

GO BEYOND CRUISING TOURS

These tours are designed for travellers who want to experience the spectacular landscapes of Canada and Alaska, combining the mountain scenery of the Canadian Rockies, the comfort of the Rocky Mountaineer and a memorable Holland America Line cruise through the Inside Passage. Offering excellent value, this group tour allows you to explore iconic natural wonders, vibrant cities and remote coastal scenery while travelling with like-minded people.

Throughout the land portion of your journey, you will be accompanied by our dedicated and professional National Escorts and Local Guides, whose expert knowledge and passion will transform your holiday into an extraordinary adventure. While on the cruise, you will enjoy the excellent services and facilities provided by the cruise staff. There will be no Wendy Wu guides or representatives on the cruise or Rocky Mountaineer.

PHYSICAL LEVEL

Our tours come with a physical rating to guide you in selecting a holiday that suits your comfort level. Joining any of our tours involves independent mobility and the ability to stay active throughout the day, which is essential for fully enjoying the unique charm of each destination.

'Rockies, Rail & Alaska' is rated as a physical level 1 tour. A reasonable level of fitness is required, and you should expect to be on your feet for parts of the day. You will be getting on and off coaches, trains, ferries and the cruise ship, as well as walking around the sights, often including steps and some uneven surfaces.

- There will be sightseeing on foot for both short and extended periods of time, sometimes on uneven surfaces.
- You will be required to board and disembark the Rocky Mountaineer without assistance.
- You will be required to board the cruise ship without assistance and get on and off at ports if you wish to disembark the ship.
- During the cruise, embarking and disembarking at ports or during shore excursions may involve steps, ramps, gangways or tender boats, depending on local conditions. Passengers should be comfortable boarding and disembarking independently. While guides and crew will provide assistance where possible, travellers should consider their mobility when selecting this itinerary.

Of course, while on land, our National Escorts and/or local guides will always endeavour to provide the highest level of service and assistance; however, they cannot be expected to cater for customers who are unfit to complete the itinerary.

JOINING YOUR TOUR

The tour is 16 days in duration including international flights. Join the tour on Day 1 in Calgary, and end the tour on Day 14 in Vancouver.

For travellers booked on a 'Land and Cruise Only' package, which omits the inclusion of international flights, the price includes your arrival/departure airport transfers if arriving/departing on the start and conclusion date of your tour or if booking pre/post accommodation with Wendy Wu Tours. Please advise your international flight information to our reservations team.

ITINERARY CHANGES

We intend to adhere to the day-to-day itinerary as printed; however, the order of events or sightseeing may change as we look to improve our tours, or as dictated by local conditions. In these circumstances, we will endeavour to make the best possible arrangements whilst maintaining the integrity of your trip.

This itinerary includes travel by road, ferry, rail and cruise ship, and timings may be affected by weather, traffic, rail schedules, ferry operations, sea conditions or other local operational factors. Similarly, while Holland America Line will endeavour to follow the published cruise itinerary, port calls, scenic cruising routes and timings may be changed at the discretion of the cruise line due to weather advisories, port traffic, sea conditions, safety considerations or other unforeseeable circumstances.

The Rocky Mountaineer journey is also subject to rail operating conditions and schedules. If changes occur during your tour, your National Escort, local guide, or rail staff will keep you updated with the latest arrangements wherever possible. Your safety and comfort will always remain the priority.

Day 1: Fly to Calgary **Meals: D**

Fly to Calgary, the gateway to the Canadian Rockies. On arrival, you will be met at the airport and transferred to your hotel in Banff. The rest of the day is yours to relax and settle in before a welcome dinner this evening.



Please note: *Early check-in is not included. If your flight arrives in the morning and you wish to arrange this, please speak to your reservation's consultant.*

Destination Information

Calgary – Located in Alberta, Calgary is a vibrant city set between the Canadian Prairies and the foothills of the Rocky Mountains. Known as the gateway to the Canadian Rockies, it is a popular starting point for journeys into Banff National Park and the surrounding mountain landscapes.

Banff – Set within Banff National Park, Banff is surrounded by soaring peaks, forested slopes, glacial lakes and spectacular alpine scenery. The town is one of Canada's most famous mountain destinations and offers an ideal base from which to explore the beauty of the Rockies.

Day 2: Explore Banff **Meals: B, L, D**



Today, explore the spectacular landscapes of Banff National Park, one of Canada's most iconic natural settings. Begin with a ride on the Banff Gondola to the summit of Sulphur Mountain, where you can take in sweeping views across forested valleys, mountain peaks and the town of Banff below.

Continue to beautiful Lake Louise, famed for its turquoise waters and dramatic mountain backdrop, pausing for lunch along the way. Later, visit the Columbia Icefield, surrounded by some of the most striking glacial scenery in the Canadian Rockies, before returning to Banff for dinner this evening.

Destination Information

Banff National Park – Canada's first national park and one of the country's most famous natural treasures, Banff National Park is known for its soaring mountain peaks, turquoise lakes, forests, glaciers and abundant wildlife. Located in the heart of the Canadian Rockies, it offers some of the most spectacular alpine scenery in North America.

Banff Gondola – The Banff Gondola carries visitors up Sulphur Mountain for panoramic views over Banff, the Bow Valley and the surrounding Rocky Mountain peaks. At the summit, viewing platforms and walkways allow you to take in the dramatic scenery from above.

Lake Louise – One of Canada's most iconic sights, Lake Louise is famed for its turquoise waters, mountain backdrop and surrounding forest. Fed by glacial meltwater, the lake is one of the most photographed landscapes in the Canadian Rockies.

Columbia Icefield – Straddling the Continental Divide, the Columbia Icefield is one of the largest icefields in the Canadian Rockies. Surrounded by dramatic peaks and glaciers, it is a striking reminder of the powerful natural forces that have shaped this region.

Day 3: All Aboard the Rocky Mountaineer **Meals: B, L**



Transfer from your hotel in Banff to the rail station, where you will board the celebrated Rocky Mountaineer. As the train departs Banff, sit back and enjoy the spectacular scenery of the Canadian Rockies from the comfort of your seat.

Travel through dramatic mountain landscapes, passing soaring peaks, forests, rivers and valleys as you journey west towards Kamloops. Along the way, enjoy the onboard service, meals and commentary as the scenery unfolds around you.

After a full day of rail travel, arrive into Kamloops and transfer to your hotel for the night.

Dinner this evening is not included and will be at your own expense - there are a range of dining options available in Kamloops and within your hotel.

Please note: *Your Rocky Mountaineer journey is included in SilverLeaf Service, with the option to upgrade to GoldLeaf Service at an additional cost, subject to availability. While onboard the Rocky Mountaineer you will be looked after by the Rocky Mountaineer team, you will not be joined by your Wendy Wu Tours guide.*

Destination Information

Rocky Mountaineer – One of the world's most celebrated rail journeys, the Rocky Mountaineer travels through the dramatic landscapes of Western Canada. With comfortable seating, large windows, onboard commentary and meals served during the journey, it offers a memorable way to experience the Canadian Rockies.

Kamloops – Located in British Columbia's interior, Kamloops is a natural overnight stop on the Rocky Mountaineer route between Banff and Vancouver. Surrounded by rivers, rolling hills and wide-open landscapes, it offers a scenic contrast to the alpine scenery of the Rockies.

Day 4: Arrive in Vancouver **Meals: B, L, D**



You will be transferred to Kamloops rail station and continue your journey aboard the Rocky Mountaineer, travelling through the changing landscapes of British Columbia towards Vancouver. Sit back and enjoy the views as the train passes through forests, river valleys and dramatic canyons, including Hell's Gate, where the Fraser River narrows and surges through a steep rock gorge.

After another day of rail travel, arrive into Vancouver in the late afternoon and bid farewell to the Rocky Mountaineer. On arrival, you will be met by your guide and transferred to your hotel for check-in. Dinner will be served at your hotel this evening.

Destination Information

Fraser River – One of British Columbia's great rivers, the Fraser River flows through mountain valleys, forests and deep canyons before reaching the Pacific Ocean near Vancouver. The Rocky Mountaineer follows parts of this historic route as it travels through the province's varied landscapes.

Hell's Gate – Located on the Fraser River, Hell's Gate is a narrow canyon where the river is forced through a steep rocky passage, creating a powerful surge of water. It is one of the notable scenic highlights on the rail journey towards Vancouver.

Vancouver – Set between the Pacific Ocean and the Coast Mountains, Vancouver is one of Canada's most scenic and cosmopolitan cities. Known for its waterfront setting, green spaces, diverse neighbourhoods and easy access to nature, it provides a striking contrast to the mountain landscapes of the Rockies.

Day 5: Explore Vancouver Island — Meals: B, L, D



After breakfast, board a ferry across the Strait of Georgia to Vancouver Island, enjoying the coastal scenery as you travel. On arrival, continue to the renowned Butchart Gardens, where you will explore the magnificent display gardens and enjoy lunch.

Later, return by ferry to Vancouver, taking in more beautiful coastal views along the way. Dinner will be served at a local restaurant in Vancouver this evening.

Destination Information

Strait of Georgia – Separating Vancouver Island from mainland British Columbia, the Strait of Georgia is a scenic stretch of coastal water surrounded by islands, forested shores and mountain views.

Vancouver Island – Lying off Canada's Pacific Coast, Vancouver Island is known for its rugged coastline, forests, gardens and laid-back coastal charm. It offers a striking contrast to the city of Vancouver and is one of British Columbia's most popular destinations.

Butchart Gardens – One of Canada's most famous gardens, Butchart Gardens began as a transformed limestone quarry and is now renowned for its beautifully maintained floral displays, themed gardens and seasonal colour. The gardens remain a highlight of Vancouver Island.

Day 6: Board Holland America Line Koningsdam — Meals: B, L, D



After breakfast and check out, transfer from your hotel to Vancouver Cruise Port, where you will board Holland America Line's Koningsdam. Once onboard, the rest of the day is at leisure, you are free to settle into your cabin and begin exploring the ship's facilities.

Please note: *Your guide will accompany you to the port; however, they will not board the cruise with you. Check-in and embarkation will be completed with Holland America Line staff.*

Day 7: Cruise – At Sea **Meals: B, L, D**

Journey northwards along the Inside Passage, one of the world's most scenic cruising routes. Sheltered by the islands and bays along the Pacific coast of Canada and Alaska, this stretch of water is renowned for its calm conditions and spectacular scenery.



Spend the day at leisure onboard Koningsdam. Head out on deck to take in the views and keep watch for wildlife, as you sail towards Alaska.

Destination Information

Inside Passage – Stretching along the Pacific coast of British Columbia and Alaska, the Inside Passage is a sheltered coastal route of islands, channels, fjords and forested shores. Known for its dramatic scenery and rich wildlife, it is one of the most celebrated cruising routes in North America.

Day 8: Cruise – Juneau **Meals: B, L, D**

Today you will dock in the port of Juneau. Disembark the cruise ship and enjoy a day at leisure before returning to your ship later in the day for your onward journey.



Here you can enjoy a range of excursions at your own expense, bookable on your cruise reservation. Please note, if you dine off the cruise ship, these meals will be at your own expense.

Destination Information

Juneau – Alaska's capital is one of the most remote state capitals in the USA, accessible only by air or sea. Surrounded by mountains, forest and waterways, Juneau offers easy access to Alaska's spectacular natural scenery, with opportunities to discover glaciers, wildlife and the region's rich frontier history.

Day 9: Cruise – Skagway **Meals: B, L, D**



Today you will dock in the port of Skagway, a historic Alaskan town known for its Gold Rush heritage and dramatic mountain scenery. Disembark the cruise ship and enjoy a day at leisure before returning to your ship later in the day for your onward journey.

Here you can enjoy a range of excursions at your own expense, bookable on your cruise reservation. Please note, if you dine off the cruise ship, these meals will be at your own expense.

Destination Information

Skagway – Set at the northern end of Alaska's Inside Passage, Skagway is closely linked with the Klondike Gold Rush of the late 19th century. Today, its historic district, wooden boardwalks and surrounding mountain scenery offer a glimpse into Alaska's frontier past, while the nearby White Pass is one of the area's most famous scenic routes.

Day 10: Cruising – At Sea (Glacier Bay) **Meals: B, L, D**



Today you will cruise through Glacier Bay, surrounded by a landscape of mountains, temperate rainforest and ice-carved fjords. Spend the day at leisure onboard as Koningsdam sails through this spectacular region, with views of glaciers that calve into the bay and the chance to hear the cracks and creaks of their slow movement.

Keep an eye out for wildlife from the ship's decks, including humpback whales, seals, sea birds and other coastal species that may be seen in the area.

Destination Information

Glacier Bay – Located in southeast Alaska, Glacier Bay is one of the region's great scenic highlights, known for its tidewater glaciers, forested shores, snow-capped mountains and rich marine wildlife. As the ship cruises through the bay, the landscape offers a striking glimpse of Alaska's remote wilderness and glacial scenery.

Day 11: Cruise – Ketchikan **Meals: B, L, D**

Today you will dock in the port of Ketchikan. Disembark the cruise ship and enjoy a day at leisure before returning to your ship later in the day for your onward journey.



Here you can enjoy a range of excursions at your own expense, bookable on your cruise reservation. Please note, if you dine off the cruise ship, these meals will be at your own expense.

Destination Information

Ketchikan – Set along Alaska's Inside Passage, Ketchikan is surrounded by forests, waterways and coastal scenery. Known as a major salmon-fishing centre, the town is also closely associated with the culture of Alaska's indigenous peoples, with intricate totem poles and historic waterfront areas among its key sights.

Day 12: Cruising – At Sea **Meals: B, L, D**

Today you will cruise southwards back into the Inside Passage, with another day at leisure onboard Koningsdam as the scenery drifts by. Take time to relax, enjoy the ship's facilities and gaze out over the forests, snow-capped peaks and glacier-cut fjords of this spectacular coastline.



Day 13: Arrive in Vancouver — Meals: B, L, D



Disembark Holland America Line's Koningsdam in Vancouver, where you will be met by your guide.

From the port, depart on a city tour of Vancouver, taking in some of the city's highlights including Stanley Park and Granville Island, with a stop for lunch along the way.

Later, transfer to your hotel for check-in. This evening, share a farewell dinner with your fellow travellers at a local restaurant in Vancouver.

Destination Information

Stanley Park – One of Vancouver's best-loved green spaces, Stanley Park sits on a peninsula surrounded by water, forest and mountain views. The park is known for its scenic seawall, wooded trails, beaches and views across the harbour.

Granville Island – Located beneath the Granville Street Bridge, Granville Island is one of Vancouver's most popular areas for food, arts and culture. Its public market, artisan shops and waterfront setting make it a lively place to explore.

Days 14-16: Depart Vancouver — Meals: B



Any time before your flight is at leisure. You will be transferred from your hotel to Vancouver Airport, according to the departure time of your international flight.

Fly to Australia, arriving home two days later.

Please note: *Late check-out is not included. If you wish to book a late check-out or additional nights, please contact our reservations department who can confirm additional pricing and arrangements for you, subject to availability at the hotel.*

PLEASE INFORM OUR RESERVATIONS TEAM OF ANY ALLERGIES AND/OR SPECIAL DIETARY REQUIREMENTS AT TIME OF BOOKING.

TRAVEL INFORMATION

VISAS

Canada
Australian passport holders will need to apply for an Electronic Travel Authorisation, known as an ETA, before travel. *Wendy Wu Tours are unable to apply for an ETA on your behalf, therefore you will need to arrange and pay for this directly.*
Your passport must be valid for the length of your planned stay in Canada. Canadian border officials may also ask to see proof of onward or return travel and evidence that you have sufficient funds for your stay.

USA
This tour includes travel to Alaska, which is part of the United States. Australian passport holders travelling under the Visa Waiver Program must obtain an approved ESTA before entering the USA by land, sea or air. *Wendy Wu Tours are unable to apply for an ESTA on your behalf, therefore you will need to arrange and pay for this directly.*
To enter the USA, your passport must be valid for the length of your planned stay.

Please note, the visa procedures and requirements may change at any time. These changes are often made by the relevant embassy or consulate, Wendy Wu Tours acts as a third party and has no influence on the process of a visa.
Wendy Wu Tours does not accept responsibility for lost or undelivered items.

All information with regards to visas will be updated regularly on our website as we find visa processes are changing on regular basis. For the latest information on visa procedures, processing times and requirements, please kindly refer to our website https://www.wendywutours.com.au/help-and-advice/passports-and-visas/

INSURANCE

It is a condition of your booking that you are insured for the duration of your trip. We recommend comprehensive travel insurance to cover cancellation, medical requirements, luggage, repatriations and additional expenses. At a minimum, the policy is required to cover medical requirements including medical evacuations / repatriations. The choice of insurer is yours. We strongly suggest you purchase insurance at the time you pay your deposit. This is because cancellation fees and charges are payable from that time.

We may request you to provide evidence that you have taken out and paid for a policy to comply with this condition. If you fail to provide a certificate of currency of insurance within a reasonable time after our request, then this will be deemed a cancellation by you and standard cancellation fees will apply.

LUGGAGE

All travellers are limited to two items of luggage each: a suitcase with a maximum weight of 20kg and one piece of hand luggage with a maximum weight of 5kg. It is essential that your luggage is lockable. While luggage allowance on your cruise or Rocky Mountaineer journey may permit further capacity, we ask you to adhere to the above restrictions due to airline and touring requirements.

Rocky Mountaineer: During your Rocky Mountaineer journey, your main luggage will be transported separately and delivered to your overnight hotel accommodation. You should keep a small day bag with you onboard the train containing any medication, valuables, travel documents and essential items you may need during the day. Rocky Mountaineer luggage tags are required for the rail portion of the journey only and can be removed once the rail journey has concluded.

On your cruise: Holland America Line luggage tags can be accessed during the Online Check-In process. These should clearly show your name, ship name, stateroom number and sailing date. If you are unable to print your luggage tags before travel, tags will be available from Holland America Line staff at the pier. For your convenience, we recommend attaching your cruise luggage tags before arriving at the cruise terminal.

It may take a few hours after embarkation for your luggage to be delivered to your stateroom. Likewise, suitcases are collected on the last night of your cruise. To avoid any complications, be sure to bring a small bag such as a backpack for carrying any necessary medication, valuables, important documents and essential items.

PORTERAGE

Pre & Post Cruise: Porterage is included at the hotels during the land touring sections of this itinerary for one standard piece of luggage per person. Travellers will still need to manage their own hand luggage and any additional items. Porterage arrangements may vary between hotels, and your National Escort or local representative will advise you locally where assistance is provided.

Rocky Mountaineer: During your Rocky Mountaineer journey, your main luggage will be transferred separately and delivered to your overnight accommodation. You should keep a small day bag with you onboard the train containing any medication, valuables, travel documents and essential items you may need during the day.

Cruise: Upon embarkation, your luggage will be transferred from the check-in area at the port to your cabin. On the final night of your cruise, luggage is usually left outside your cabin for collection, and Holland America Line staff will arrange delivery for disembarkation. Please keep any medication, valuables, travel documents and essential overnight items with you in a small hand luggage bag.

AIRPORT TRANSFERS

As we offer our customers a variety of airlines to suit your needs, passengers will arrive and depart at various times during the day. Depending on the number of customers arriving or departing on the same flight as yourself, the type of transfer to your hotel or airport will vary.

On arrival in Calgary, you will always be met by English-speaking staff and transferred to your hotel either by:

- Direct shared bus, shared with other passengers and not just Wendy Wu Tours clients
- Shared bus plus taxi from the nearest bus stop to the hotel, with a maximum 5-minute walk
- Chartered coach, if there are many Wendy Wu Tours passengers arriving at the same time

You will meet your National Escort at dinner or, if arriving late, the following morning after breakfast at the welcome meeting.

Please ensure your Wendy Wu Tours luggage tag is visible on your suitcase or hand luggage, as this may also assist your guide in identifying you. If at any stage you are unable to locate your representative, please contact our local ground operator on the number included in your final documents.

TRANSPORT

Coaches: Coaches with air conditioning are used for airport transfers, city sightseeing, excursions and longer road transfers where necessary. Roads in Canada are generally well maintained, although traffic, weather and mountain road conditions may affect journey times. Coaches and minibuses may not have onboard toilet facilities; however, comfort stops will be made where possible.

Rocky Mountaineer: Your journey between Banff and Vancouver is onboard the Rocky Mountaineer, travelling by daylight with an overnight stop in Kamloops. SilverLeaf Service is included as standard, with the option to upgrade to GoldLeaf Service at an additional cost, subject to availability. While onboard the Rocky Mountaineer, guests will be looked after by the Rocky Mountaineer team.

Ferries: This itinerary includes a ferry crossing between mainland British Columbia and Vancouver Island for the excursion to Butchart Gardens. Ferry timings and routings are subject to local schedules, weather and operational conditions.

ACCOMMODATION

Your accommodation is selected for convenience of location, comfort and suitability for the itinerary. Hotels are generally of a good standard, but please note that facilities, room sizes and hotel styles may vary between destinations, particularly between mountain resorts, city hotels and overnight rail stops.
All group tour hotels have private bathroom facilities and air conditioning where needed. If you experience any difficulty, please speak to your National Escorts, local guides or hotel reception. Rest assured that all hotels used by Wendy Wu Tours are regularly inspected by our staff and our partners to ensure that standards meet your needs.

GROUP SIZE

For pre and post cruise touring, most of our groups consist of 10 travellers or more and will be accompanied by National Escort/s. On this tour, there will be no more than 28 travellers in each group, although you may encounter other Wendy Wu tour groups while you are travelling.

Your Holland America Line cruise is aboard Koningsdam, which carries approximately 2,650 guests, most of whom will not be part of your Wendy Wu tour group. Your Rocky Mountaineer rail journey will also be carrying guests who are not part of Wendy Wu Tours.

All our departures are guaranteed to operate with a minimum of 10 travellers booked, unless cancelled due to factors beyond our control. However, at our discretion we may operate departures with a smaller group size as we try to operate advertised departures wherever it is viable to do so. For groups with fewer than 10 travellers, departures will operate with local guides only.

TIPPING / GRATUITIES

Tipping while on holiday is common in Canada and the USA, and this is no exception during the land touring sections of this itinerary. However, it is not always clear who it is appropriate to tip and how much. Furthermore, travellers may not have the right amounts of cash available at the right time.

In order to avoid any inconvenience, Wendy Wu Tours operates a tipping policy where a stated amount is given to your National Escort at the beginning of your tour, and tips are disbursed to local guides and drivers throughout your tour. The amount is designed to be at a reasonable level for travellers while being fair to the local people and also includes a gratuity for the National Escort.

If you are travelling in a smaller group with local guides only, then tipping is paid at each destination. To be fair to the guides, we ask for slightly higher amounts per traveller with small groups.

We generally find that most customers appreciate the convenience of our tipping policy, but we do recognise that it may not suit everyone. However, as this is a group tour, we ask that everyone follows the same protocol to be fair to other group members and to ensure smooth operation of your tour.

On the cruise: Your cruise gratuities are included in your tour cost.

FOOD, MEALS & DIETARY REQUIREMENTS

On this tour, you will enjoy a variety of dining experiences across Canada, onboard the Rocky Mountaineer and during your Holland America Line cruise. Pre- and post-cruise, meals will be arranged as a group, offering a mix of local and international cuisine. During the cruise, you will dine independently onboard Koningsdam.

Canadian cuisine is varied, with influences from British, French, North American and international traditions. In the Rockies and Vancouver, meals may include familiar Western-style dishes alongside regional specialities such as fresh seafood, local meats, seasonal vegetables and Pacific Northwest flavours.

Pre & post cruise: Most meals are included during the land touring portion of the itinerary. Breakfast is usually served at the hotel, while lunches and dinners may be pre-arranged group meals at hotels, local restaurants or as part of your sightseeing programme featuring a mix of local and international dishes. On days with extensive sightseeing, meals may be served during the day's touring or immediately after the tour rather than returning to the hotel first.
During your Rocky Mountaineer journey, meals will be served onboard the train as part of your rail experience.

Cruise dining: While onboard Koningsdam, you will have a choice of included and speciality dining venues. Included dining options include venues such as the Dining Room, Lido Market, Dive-In and 24-hour room service, while speciality restaurants such as Pinnacle Grill, Canaletto and Tamarind are available at an additional charge.

Dietary requirements: If you have dietary requirements, please inform us at the time of booking. Our guides and local suppliers will make every effort to accommodate requests such as vegetarian, vegan, gluten-free or other dietary needs. However, in some locations, dining options may be more limited, and certain dietary requests may be harder to fulfil.

While onboard the cruise, Holland America Line can cater for a range of dietary needs, including vegetarian, vegan and gluten-free requirements, but these should be requested in advance. Holland America Line advises guests with special dietary needs to contact Ship Services before cruising, or have their travel agent do so, and notes that ship staff can assist guests with gluten sensitivities at the start of the cruise.

During shore excursions or independent time ashore, dining options may vary, and local food establishments may have limited capacity to meet special dietary requests. For travellers with food intolerances or strict dietary needs, we recommend bringing snacks or suitable food items to supplement meals, particularly during long sightseeing days, rail travel and shore excursions. Your patience and flexibility are appreciated, as local suppliers may not always be able to provide the same level of accommodation as you might expect at home. However, we aim to ensure you have an enjoyable and varied dining experience throughout your journey.

CRUISE – HOLLAND AMERICA LINE KONINGSDAM:

Holland America Line's Koningsdam is a Pinnacle Class ship, combining modern elegance with the cruise line's Dutch heritage. Onboard, you will find a wide range of dining venues, bars and lounges, live entertainment, spa facilities, shops, pools and comfortable public areas to relax in during your Alaska cruise. Koningsdam features venues such as the Dining Room, Lido Market, Pinnacle Grill (speciality), Canaletto (speciality), Tamarind (speciality) and 24-hour room service, alongside bars and lounges including the Crow's Nest Bar, Ocean Bar, Lido Bar and Sea View Bar.

The ship also offers a range of entertainment and leisure facilities, including the World Stage, Rolling Stone Lounge, Billboard Onboard, B.B. King's Blues Club, casino, library, spa and fitness facilities. Guests can relax by the Lido Pool, which has a retractable glass roof, or enjoy the adults-only Sea View Pool and hot tubs.

CRUISE ACCOMMODATION AND CABINS

At the time of booking, subject to availability, you may have the option to choose from an outside cabin or balcony cabin. If you wish to upgrade or have a specific request regarding cabin location, please contact our reservations department for assistance. Although these requests cannot be guaranteed we will also do our best to accommodate them.

Your cabin will include practical comforts such as individually controlled air-conditioning, television, storage space, in-room safe and hairdryer. Staterooms also include power outlets and bedside USB outlets for charging mobile devices; guests may still wish to bring a suitable travel adaptor.

CRUISE EMBARKATION & DISEMBARKATION

Embarkation time is when you should arrive at the cruise terminal. Departure time is when your ship sets sail.

Before travelling, we strongly recommend completing Holland America Line's Online Check-In process, including submitting the required immigration forms, disembarkation forms and credit card registration for onboard purchases. Holland America Line recommends completing Online Check-In at least 30 days prior to departure, and completing the process at least 3 days prior to departure can help ensure a smoother check-in process at the pier.

Once Online Check-In has been completed, you will be able to access your boarding pass. Holland America Line strongly encourages guests to download the Holland America Line Navigator app, where you can complete online check-in, upload required documents in advance and access your digital boarding pass before arriving at the terminal. The app can also be used to book shore excursions, spa treatments and Specialty Dining restaurants.

Boarding Time in Ports of Call: In all ports of call, it is the guest's responsibility to be back onboard the ship no later than the time advised by Holland America Line. Please be aware that shipboard time may differ from the time in the port of call and it is the guest's responsibility to follow the shipboard time. In the event a guest misses the ship, it will be the guest's responsibility to pay all expenses incurred to rejoin the ship.

SHORE EXCURSIONS

Your itinerary combines two different styles of touring, each offering a distinct experience. The land portion pre- or post-cruise is more in-depth and fast-paced, with full days of sightseeing, cultural highlights, and detailed commentary from local guides. This allows for a comprehensive understanding of each destination, although the pace can feel busy and information-rich.

During the cruise, the touring style becomes more relaxed. Shore excursions still provide opportunities to explore each port, but they are typically less intensive, with a slower pace, lighter commentary, and more free time. This contrast is designed to offer a balance between structured, guided touring and more flexible exploration.

At ports of call, optional shore excursions will be available through the cruise line. These are subject to availability and may be amended or cancelled due to weather or operational reasons at their discretion. Unless otherwise stated, excursions are at your own expense and can be booked in advance through your Holland America reservation, onboard the ship, or independently with a third party provider. If you choose independently or through a third-party provider, it is your responsibility to ensure the excursion timing allows sufficient return time before the ship's all-aboard deadline.

If you opt to book through the cruise line, we recommend booking early, as availability is limited and operates on a first-come, first-served basis. A shore excursions desk is available onboard for last-minute arrangements although this does not always guarantee availability. Excursions can be pre-booked online via your Guest Account. Please note that any add-ons must be paid within 72 hours of being added to your reservation to avoid automatic removal. To secure your selections, payment should be completed at the time of booking. Shore excursions are not always available online straight away, and sometimes appear closer to the departure date. If you cannot see them, it is worth checking back at a later date.

HOLLAND AMERICA LINE 'HAVE IT ALL PACKAGE': WHAT'S INCLUDED

We are pleased to include Holland America Line's 'Have It All' package with this Cruise & Tour package, enhancing your onboard experience with a range of additional inclusions.

For this 7-night sailing, 'Have It All' includes a USD $100 shore excursion credit per guest, which can be applied towards Holland America Line shore excursions during your cruise. This credit is per person, not per cabin, is non-refundable, has no cash value and must be used on the corresponding cruise.

You will also receive Holland America Line's Signature Beverage Package, which includes selected wine, beer, spirits, cocktails and non-alcoholic options such as soft drinks and specialty coffees. The package includes up to 15 beverages per day, covering drinks priced at USD $12 or less, subject to Holland America Line's package terms. Beverage service charges are included for drinks covered by the package.

Your package also includes one night of Specialty Dining, the Wi-Fi Surf Package and prepaid Crew Appreciation, which covers Holland America Line's standard stateroom gratuities. Please note that gratuities for other services, including bar, dining, wine accounts, spa and salon services, may not be included.

Please note: 'Have It All' inclusions are subject to Holland America Line's current terms and conditions and may vary or be amended by the cruise line.

APPROPRIATE DRESS / WHAT TO PACK

When travelling through Canada and Alaska, pack for varied weather conditions and changing temperatures. Layered clothing is recommended, particularly for the Canadian Rockies and Alaska cruise sections. In Banff and around Lake Louise, bring lightweight layers for the daytime, along with a warmer layer for cooler mornings, evenings and higher-elevation sightseeing. A waterproof jacket is also advisable. For Vancouver and Vancouver Island, casual and comfortable clothing is suitable, along with a light jacket or raincoat in case of rain. For the Alaska cruise, Holland America Line recommends practical layers, including short sleeves or light trousers for warmer days, a packable rain jacket for showers, and warmer items such as a sweater, warm vest, hat and gloves for strolling the decks and glacier viewing. Comfortable walking shoes are essential throughout the tour, particularly for sightseeing days and any optional shore excursions.

Don't forget a camera or smartphone with extra storage and chargers to capture the Canadian Rockies, Rocky Mountaineer journey, Inside Passage and Alaska's coastal scenery. You should also bring a small medical kit with basic first aid supplies and any personal medication you may need.

Cruise Dress Code: When cruising with Holland America Line, daytime attire is casual. Most evenings are smart casual, while selected evenings are designated as Dressy Nights. When indoors onboard, guests are required to wear shirts or cover-ups and footwear. Shorts, pool or beachwear, distressed jeans and men's tank tops are not permitted in table service restaurants. The specific dress recommendation for each evening will be listed in the Daily Program and the Holland America Line Navigator App.

Dressy Nights: On designated Dressy Nights, guests are invited to wear more polished evening attire. For this 7-night cruise, Holland America Line's guidance indicates there are usually two Dressy Nights. Black tie or tuxedos are not required.

Orange Party: Holland America Line holds one Orange Party on each cruise, celebrating its Dutch heritage. Guests are encouraged to wear orange clothing or accessories for the occasion; orange items may also be available to purchase onboard.

TERRAIN CONSIDERATIONS (STEPS, SLOPES & UNEVEN SURFACES)

This tour involves walking over a variety of surfaces, including pavements, steps, garden paths, visitor walkways and some uneven ground. Comfortable, sturdy footwear is essential.

In the Canadian Rockies, sightseeing around Banff, Lake Louise, the Banff Gondola and Columbia Icefield may involve slopes, steps, gravel paths and viewing platforms. Surfaces may become slippery in wet or cold weather.

During the Rocky Mountaineer journey, travellers will need to board and disembark the train independently. The Vancouver Island excursion may involve ferry boarding, walking through Butchart Gardens and time on your feet.

During the cruise, embarking and disembarking at ports may involve gangways, ramps, steps or tender boats, depending on local conditions. Optional shore excursions may also involve uneven ground or extended walking.

Those with knee or hip difficulties, balance issues, or reduced mobility should carefully consider the physical requirements of this itinerary.

MONEY, CASH AND PERSONAL EXPENSES

The unit of currency in Canada is the Canadian Dollar (CAD), while the USA, including Alaska, uses the US Dollar (USD). You may wish to carry a small amount of both currencies for personal expenses during the land and cruise sections of your tour.

ATMs are widely available in cities such as Calgary, Banff and Vancouver, though access may be more limited during sightseeing days, rail travel and some cruise ports. We recommend consulting your bank about withdrawal fees and limits before travelling. Credit cards are commonly accepted in hotels, restaurants, larger shops and onboard the cruise, but it is still useful to keep some small notes for tips, snacks, souvenirs or smaller purchases.

Personal expenses: You will need to take some extra money to cover drinks, laundry, souvenirs, optional shore excursions and any additional sightseeing that may be offered to you. During the cruise, most onboard purchases will be charged to your shipboard account and settled at the end of your voyage.

OPTIONAL ACTIVITIES - PRE AND POST CRUISE

Our tours, while on land, feature full days of sightseeing to ensure you experience all the must-see sights and unforgettable moments. Occasionally, when time allows, we offer optional extras such as evening shows for those seeking extra excitement. These excursions will be communicated and paid for locally through your guide.

SOUVENIRS

We want to be able to give you an opportunity to buy souvenirs, so we include some stops at museums or exhibitions which demonstrate a craft or product unique to that region with pieces available to buy. We understand that souvenir hunting is not for everyone, so we aim to take you to places, which hold local interest. We trust you will enjoy these opportunities to learn about local arts and crafts and understand their historical and cultural importance.

CULTURAL DIFFERENCES

Canada and Alaska are generally easy destinations for Australian travellers, with many familiar customs and a relaxed, welcoming style of service. However, local etiquette should still be observed. Canadians are generally polite and courteous, and patience is appreciated in hotels, restaurants, airports and visitor sites.

When visiting natural areas, national parks and wildlife regions, please follow local guidance carefully. Keep to marked paths, do not approach wildlife, and respect conservation rules designed to protect the landscapes and animals you have travelled to see.

DEVELOPMENT

Canada and the USA are highly developed countries with modernity, good infrastructure and safety standards. Roads, hotels, airports, cruise terminals and public facilities are usually of a good standard, particularly in major cities such as Calgary and Vancouver.

During this tour, you will also travel through mountain, coastal and wilderness regions where facilities may be more limited than in larger cities. In areas such as the Canadian Rockies and Alaska, weather, wildlife, road conditions, rail operations and port logistics can occasionally affect timings. Your National Escort, local guides and cruise staff will advise you of any necessary adjustments during your journey.

WEATHER

Canada and Alaska experience varied weather conditions, offering a wide range of climates throughout this itinerary. Weather can vary by region, but this tour generally includes the mountain climate of the Canadian Rockies, the milder coastal climate of Vancouver and the cooler, changeable conditions of Alaska's Inside Passage.

PUBLIC HOLIDAYS

If you are travelling within or close to the below public holidays, please note that celebrations can last several days and during these times some businesses may be closed. Coach, air, rail, ferry and cruise travel may also be affected. Tourist attractions are likely to remain open, but may be busier than usual.

Canada:

- Victoria Day: Monday before 25th May
- Canada Day: 1st July annually
- Civic Holiday / British Columbia Day: First Monday in August
- Labour Day: First Monday in September
- National Day for Truth and Reconciliation: 30th September annually
- Thanksgiving: Second Monday in October

USA / Alaska:

- Memorial Day: Last Monday in May
- Independence Day: 4th July annually
- Labor Day: First Monday in September
- Thanksgiving: Fourth Thursday in November
- Alaska Day: 18th October annually

VACCINATIONS AND YOUR HEALTH:

We recommend that you contact either your GP or Travelvax (1300 360 164) for advice on vaccinations and travel health. Travelvax has a comprehensive website that you may also find useful www.travelvax.com.au.

BEFORE YOU LEAVE:

We strongly recommend registering your travel plans with www.smartraveller.gov.au as in the event of an emergency, Australian Consular assistance will be more readily available. You can also access the Australian Government's travel advisory service for up to date information about your destination on the same website.

AFTER YOUR BOOKING:

Once you have booked with Wendy Wu Tours, you will receive an email with your confirmation invoice, along with a link to our website where you can find your visa information and other important information. Your final documentation pack will be sent to you approximately 2 weeks prior to departure.

Updated: 6 November 2026