

Canada & The Rockies



TRIP OVERVIEW

From the grizzly bears on Lake Louise's shores to the breath-taking mountain pass through Glacier National Park and the chasm of Johnston Canyon. Along the way, encounter the small town charm of Banff and scenic Vancouver.

ITINERARY & DETAILS

This document aims to give you all the information that you require for a smooth and comfortable trip to Canada. Please take the time to read this dossier to familiarise yourself with all the aspects of our tour. It includes important information such as airline and hotel details and visa requirements.

Your included meal guide:

B = Breakfast, L = Lunch, D = Dinner

Day 1: UK to Calgary

Depart London on your scheduled flight to Calgary where you will be met by your guide and transferred to your hotel. The remainder of today will be at leisure.

Day 2: Calgary

This morning, enjoy a sightseeing tour of Calgary. Set in the rolling foothills of the majestic Canadian Rockies, view the city's key sights including Scotsman's Hill, Stampede Park, Calgary Tower and Fort Calgary.

Day 3: Banff B

Travel from Calgary to Banff National Park and embark on a day tour of the to discover some of Canada's best-kept wilderness secrets. Taking the scenic Tunnel Mountain Drive route, admire the magnificent spires of layered rock carved by the elements within Bow Valley. Later, climb a short distance to view Bow Falls, a dramatic backdrop of many classic Hollywood films. A gondola-ride to the summit of Sulphur Mountain has also been included, allowing you to marvel at the enormity of the six surrounding mountain ranges.

Day 4: Banff B

Continue along the Bow Valley Parkway for more unforgettable scenery including Johnston Canyon, a deep limestone ravine which can be explored upon a walkway. Visit Moraine Lake, a glacier-fed lake that turns turquoise blue as it begins to thaw in the summer months, before finally arriving at Lake Louise, one of Canada's most beautiful freshwater lakes and home to a thriving population of grizzly bears, moose and timber wolves. Later, embark on a journey on board a snow coach to navigate the rugged Columbia Icefield, formed from an ancient glacier.

Day 5: Banff to Kamloops B

Board your coach and embark on a breath-taking journey bound for

cinematic vistas as you travel west through Yoho and Glacier National Parks. Later today, arrive at the city of Kamloops in British Columbia for an evening at leisure.

Day 6: Kamloops to Vancouver B

Your journey continues along the picturesque Duffy Lake Road, a winding route affording visitors a superb vantage point to admire Duffy Lake's shimmering reflection of the surrounding mountain range. A stop will be made in the skier's paradise of Whistler to stretch your legs before continuing to Vancouver.

Day 7: Vancouver

Framed by a rippling ocean streaked by ferry trails, vast forests of mighty cedars and snow-dusted pinnacles, Vancouver boasts one of the most spectacular settings of any city on the planet. During your tour, visit the 1,000 acre Stanley Park, one of the largest city parks in North America. Later, stop at Granville Island, whose indoor market offers a colourful assortment of gastronomic delights. Today concludes upon the world's longest and highest suspended footbridge, which will take you over the towering tops of evergreens allowing you to peak down onto the roaring Capilano River below.

Day 8/9: Vancouver to UK or extension

This morning, transfer to the airport for your return flight back to the UK or continue onto your extension.

OPTIONAL EXCURSIONS

Enhance your tour experience with an optional excursion, to be booked locally in resort with CNY(In Cash). From prices shown are per person; please speak to your local guide.

Day 3: Enjoy a Bow River Safari **From: \$134 (£79)**

Day 3: Delight in a Helicopter Experience **From: \$236 (£139)**

Day 7: Embark on a Whale Watching Excursion **From: \$219 (£129)**

*Prices in pounds for illustration purposes based on exchange rate of £1=\$1.69 and are correct at time of production; please check current rates at your exchange bureau.



ACCOMMODATION DETAILS & MAP



Accommodation

Your accommodation is selected for convenience, location, comfort or character. Hotel accommodation is generally rated as local three to four-star standard, but please note there is no international classification system for hotels, and differences in facilities and quality do exist between the UK and Canada. All group tours hotels have private bathroom facilities and air-conditioning, where needed. Rest assured that all accommodation used by Mercury Holidays is regularly inspected by our staff and partners to ensure that standards meet your needs.

ON YOUR ARRIVAL

On your arrival in Calgary you will be met by a representative from our local agent, **Go West Tours**, holding a sign displaying: "Mercury Holidays". The Mercury Holidays/ **Go West Tours** representative will show you to your transfer vehicle. Your national guide will be on hand 24 hours a day should you have any queries, however if you need to contact your representative during your stay the details are:

Go West Tours head office:

Telephone: 001 415 837 0154

WHAT YOU NEED FOR YOUR TOUR

Visas

British Citizens will need an eTA to visit Canada. Applying for an eTA is a simple online process that takes just a few minutes. You will need your passport, a credit card, and an email address. It costs \$7 CAD to get an eTA and it will be valid for up to five years. You must also make sure that you carry the correct travel documents and identification. Please visit www.cic.gc.ca. Further advice should be sought from the applicable tourist authority for other nationalities and for general queries.

Tour Guides - Local Guides

This is a fully escorted tour meaning that you will be met by a local guide in each of the cities that you visit, ensuring that you always have first-hand knowledge.

Private Tour

If you have booked a private tour then you will be accompanied by a Driver Guide or a Driver and Local Guides. These will be available to you during all scheduled sightseeing. Private Tours can depart on any day of the week depending on flight and train schedules and the opening days of the attractions. They will follow the itinerary as described in the brochure unless you have been advised otherwise and you will still have all of the same meals, sightseeing and local excursions included.

Tipping

It is customary/at your discretion to tip both your driver and guide. We would recommend to tip approximately \$7 CAD per person per day. This is a total of \$42 per person to budget for tips on your trip. Tips will be collected at the beginning/end of your tour. Tips are accepted in the local currency.

Health and Vaccinations

It is your responsibility to check any health and vaccination requirements applicable to your booked arrangements. We can only provide general information about this. Health and hygiene facilities and disease risks vary from country to country. You should take health advice about your own needs as early as possible and in good time before your departure. Sources of information include; www.fco.gov.uk, www.travelhealthpro.org.



If you have booked a triple share please note that your room will be a twin room with a rollaway bed or sofa bed added. This may limit the floor space in the room

Please note the hotels listed on our website and brochure are provided for guidance only and final confirmation of your accommodation will be sent in a document, along with your final flight information, approximately 10 days before you travel.

Meals

Breakfast is always western style and served in the hotel each morning. A variety of restaurants are visited giving you the chance to experience a range of dishes and flavours.

Emergency contact information

Please find below the emergency contact details for **Go West Tours**
24 hour: 001 415 837 0154 (business hours: 08:30-17:30 USA Pacific time)
 001 415 710 1913 (out of hours West Coast Groups)
 001 415 793 6458 (out of hours East Coast Groups)

uk, www.hpa.org.uk, your General Practitioner or a specialist clinic.

Physical Accessibility

All our tours feature a "Tour Pace" to help find the right holiday for you. To travel on any of our tours requires unaided mobility and the ability to stroll around the sights, climb stairs and get on and off coaches and boats. Our tour paces are marked with dots out of 3, with the differences being as follows:

- 1 Dot the tour is Easy-Going
- 2 Dots the tour is Intermediate
- 3 Dots the tour is Advanced

Canada & The Rockies is rated as 2 Dots meaning that the tour pace is Intermediate. A good level of fitness is required as you may be on your feet for approximately four hours in a day, though this will be interspersed with regular breaks and will vary from day to day. You will be walking around the sights, and may be getting on and off coaches, trains and boats and climbing steps which may be irregular. You will stay in variety of hotels throughout the tour.

Our guides will always endeavor 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.

Insurance

We strongly recommend that you and all members of your party are suitably insured as soon as you book your holiday. It is a condition of booking that you must have suitable travel insurance. It is important that you purchase travel insurance that suitably covers your participation in whatever activities you may undertake at the time that you make your booking. To assist you with this, we have arranged travel insurance in partnership with Holiday Extras. To arrange your travel insurance with Holiday Extras, please call 0800 781 4237 and quote 'WK830' for preferential rates. Please ensure you provide us with the name of your insurer, policy number and their 24-hour emergency contact number as soon as possible. Mercury Holidays will not be liable for any costs incurred by you due to your failure to take out suitable travel insurance from the date of booking.

Group Size

The minimum number of travellers in your group will be 20, and the maximum will be 40. If in the unlikely event there are less than 20 people booked on your tour date, we will endeavour to reduce any disruption to your holiday and try to operate your tour with lower passenger numbers. If we are not able to operate your departure date, then you may be asked to change to a different date and a full refund will be made available to you should this alternative not be suitable.

Itinerary Changes

The order of events and sightseeing may vary according to local conditions or for operational purposes. The schedules of the domestic airlines in country are subject to frequent changes. For this reason, we have indicated approximate times only. Your local guide will inform you of any schedule changes as they are informed of them. Some road construction &/or weather conditions may lengthen the driving times. Our intention is to adhere to the day-to-day itinerary as printed; however, order of events and sightseeing may vary according to local conditions.

WHAT TO PACK

- Sunglasses, Sunscreen and hat in summer
- Comfortable walking shoes
- Camera and charger
- A plug adaptor - the voltage is 110 V. You will need a two-pin adaptor in Canada
- Antibacterial hand gel
- Binoculars

Personal Expenses

You will need to take money with you to cover any personal purchases such as souvenirs, laundry, any meals not included in the itinerary as well as drinks and any additional snacks. Approximately £500- £600 per person will be sufficient for the duration of the tour. It is a good idea to try and maintain a supply of small notes and change in the local currency for tipping or small purchases.

Credit Card Information

As normal practice you may be asked for your credit card details on check-in at the hotel in order to cover any extras incurred during your stay. If you do not have a credit card, you may be asked for a cash deposit. American Express, Diners Club, MasterCard and Visa are widely accepted in hotels.

Currency Exchange

The currency in Canada is the Canadian Dollar. We recommend that you exchange your currency before you leave the UK. It is important that you budget carefully and ensure you have the right form of currency before you arrive in the country. Cash machines will also be available throughout the tour in order to withdraw money in your local currency.

- Personal first aid kit containing travel pills, rehydration powder, plasters, stomach settlers, antiseptic creams, aspirin etc
- Small day pack for excursions
- Waterproof, lightweight jacket
- Lightweight clothing
- Sweater and jacket for the cooler months

FLIGHT INFORMATION

Your initial flight is to [Calgary Airport](#) with [British Airways](#), departing from [London Heathrow Terminal 5](#).

IMPORTANT: Please note that final flight details will be confirmed on your e-ticket and final documentation which will be sent to you approximately 10 days before departure.

Baggage Allowance

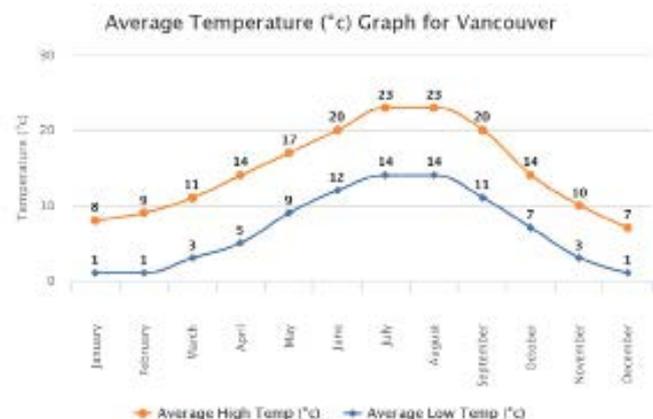
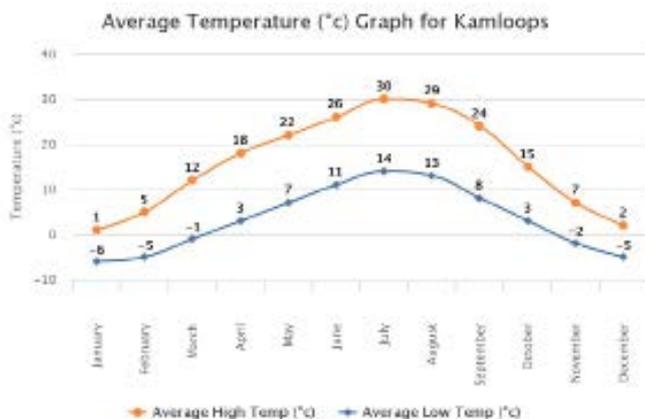
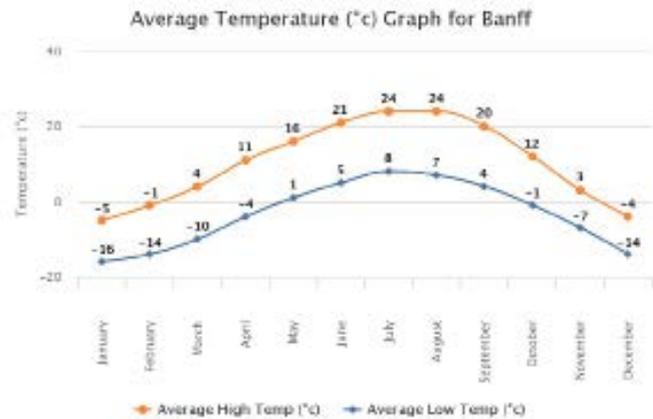
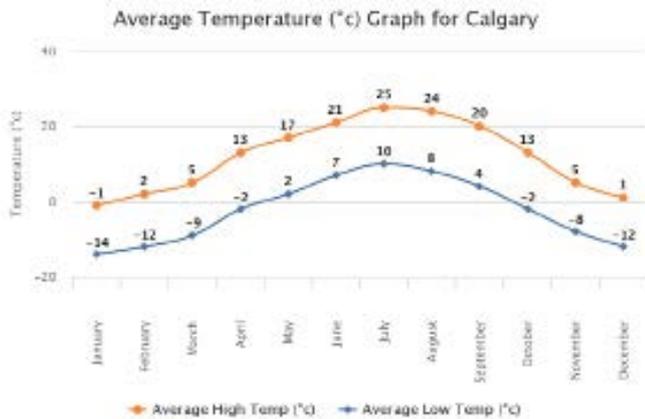
Each passenger is entitled to 23KG of hold luggage plus 1 item of hand luggage not exceeding (Max 23kg - 40cm/30cm/15cm) in size and 1 personal item such as a handbag, briefcase or laptop case. Weight restrictions will be finalized on E-ticket receipt. Should you wish to take additional luggage you will need to pay extra at check-in. Check-in should be at least 3 hours before departure.

Airport Extras

If you wish to arrange Airport car parking or accommodation at preferential rates, we recommend you book this in advance with Holiday Extras on 0871 360 2000, quoting HX313.

WEATHER AND CLIMATE

Weather can vary quite considerably throughout the year, so please familiarise yourself with the climate charts below.



Alaska Cruise Extension

If you have not yet booked this fabulous extension, there is still time to do so. Please contact 0843 224 0723



TRIP OVERVIEW

Discover the last frontier of soaring snow-dusted peaks, teal waterways inhabited by patient salmon hunting grizzlies, an endless blanket of spruce forests and a wealth of small town hill dwellings on our sensational 8-day cruise. During your voyage, admire architectural remnants of the Klondike Gold Rush in Skagway, witness the spectacle of gargantuan glaciers splitting into ice rivers and spot fauna filled fjords as you cruise the Inside Passage.

ITINERARY & DETAILS

Your included meal guide: B = Breakfast, L = Lunch, D = Dinner

Day 8: Vancouver

This morning, you will be met and transferred to the city's port to board your cruise ship, which will set sail late afternoon. You will have plenty of time to relax and take full advantage of the ship's plentiful on-board facilities.

Day 9: Alaskan Cruise — The Inside Passage B/L/D

Leaving Vancouver behind your ship will trace the outline of North America's most scenic coastal landscape, weaving through islands of the Pacific Coast known as the Inside Passage. Boasting wildlife filled fjords and evergreen-coated scenery, position yourself on the upper deck for the best chance to observe soaring eagles, grizzly bears, breaching whales and bathing seals.

Day 10: Tracy Arm Inlet & Juneau B/L/D

Weather permitting, the ship will navigate the 30-mile long Tracy Arm Fjord to view the mammoth Sawyer Glacier which oversees a slow-moving river of ice. After lunch you'll arrive in Juneau, Alaska's state capital, in which there are a number of optional excursions on offer including dog sledging with huskies, whale watching and a helicopter ride over the glacier.

Day 11: Alaskan Cruise — Skagway B/L/D

The ship arrives in Skagway this morning where it remains all day, leaving plenty of time to explore this charming relic of the 1898 Klondike Gold Rush. Wooden sidewalks and turn-of-the-century buildings will take you back to the lawless living of pioneer days. Shore excursions are also aplenty; we recommend you take a fascinating ride on the restored carriages along the old White Pass and Yukon railroad through the Alaskan wilderness.

Day 12: Alaskan Cruise — Glacier Bay B/L/D

Today enjoy a tour highlight as your cruise ship slowly enters Glacier Bay National Park, a UNESCO World Heritage Site that protects a unique ecosystem of majestic humpback whales, black bears and Yukon wolves. A national park ranger will come on board to provide a detailed commentary of your wild surroundings and answer any questions you have. You may also have the chance to witness a monumental chunk of ice splitting off one of the eight gargantuan glaciers

FLIGHT INFORMATION

Please note: Final hotel and flight details will be confirmed on your e-ticket and final documentation which will be sent to you approximately 10 days before departure.

Day 13: Alaskan Cruise – Ketchikan B/L/D

After a morning of cruising, the ship will arrive at the city of Ketchikan, a small metropolis that clutches the shores of the Tongass Narrow. Explore this charming area in your own time, wandering along Creek Street, through the Totem Pole Park or pick one of the optional wildlife excursions such as a bear adventure by floatplane or an Alaskan fishing experience.

Day 14: Alaskan Cruise – The Inside Passage B/L/D

Your final full day on board will be spent returning through the Inside Passage allowing you more time to appreciate the area's distinct beauty, observe its natural inhabitants or simply relax.

Day 15: Cruise Disembark to UK B

This morning arrive back at Vancouver's port where you will disembark and be transferred to the airport for your return flight back to the UK.

Ship Information

Your Alaskan cruise will take place aboard the **MS Koningsdam**. The first of Holland America Line's Pinnacle-class ships, Koningsdam combines 21st century elegance and nautical tradition. Inspired by music, her design features fluid lines, light-filled spaces and innovative, new dining and entertainment venues. Each cabin features an en-suite bathroom, LED TV, mini-bar and mini-safe. Mercury Holidays has inspected all cruise ships to ensure that they meet the high standards of service which we require for our clients

Personal Expenses

You will need to take some extra money with you to cover drinks and personal purchases such as souvenirs, laundry, extra drinks and snacks.

Currency Exchange

The currency in Alaska is the American Dollar (\$).

Visa:

An American ESTA will be required for this extension. This must be applied for at least 7 days before you are due to land in the USA. Please advise if you would like us to arrange this for you. All UK passport holders must have a bio-metric epassport and your passport must be valid for at least 6 months from the date you are expected to arrive back in the UK. Important note: if you do not have a bio-metric epassport, you will be refused entry into the USA.

For any further enquiries or for more information call us on **0843 224 0723**

Vancouver City Stay

If you have not yet booked this fabulous extension, there is still time to do so. Please contact 0843 224 0723



TRIP OVERVIEW

Your tour completes with an additional 2 nights in the nature bound utopia of Vancouver. Enjoy free time in the city to explore the sights at leisure, peruse world-class museums, sample a host of cuisines that span the globe and stroll downtown's promenade during this essential Canadian highlight.

ITINERARY & DETAILS

This document aims to give you all the information which you will require during your Vancouver extension.

Hotel

Your stay in Vancouver will take place at the **4★ Metropolitan Hotel** on Room Only, unless otherwise stated at booking. Across the street from the Pacific Centre Mall's upscale shopping opportunities, this elegant hotel is a 9 minute walk from Canada Place's convention centre and ferry terminal. Plush rooms feature contemporary décor which include luxury Italian linens, Juliet balconies, flat-screen TVs, iPod docks and Wi-Fi access.

Hotel Information

645 Howe St, Vancouver, BC V6C 2Y9, Canada
Telephone: 001 604 687 1122

Please note

This extension takes place after your main tour.

Personal Expenses

You will need to take some extra money with you to cover any meals not included, drinks and personal purchases such as souvenirs, laundry, and any extra snacks.

Tour Guides

Your stay in Vancouver is not escorted by a tour guide. All internal transfers are included.

Weather and Climate

Please refer to the Vancouver climate chart featured on page 4.

FLIGHT INFORMATION

Please note: Final hotel and flight details will be confirmed on your e-ticket and final documentation which will be sent to you approximately 10 days before departure.

For any further enquiries or for more information call us on **0843 224 0723**