

**GO GREEN!** Rather than printing these notes, we suggest saving this PDF file on your smartphone. Not only is it more environmentally friendly, but it also means these notes are always at hand!

## IMPORTANT INFORMATION - PLEASE READ

This document contains important information about your Moose tour. Please read the entire document carefully. However, the following are critical points to be aware of:

1. **We need to know your pickup location!** Please advise us at least 7 days prior to your departure date. See the [Joining Your Trip](#) section for more information.
2. **We have a strict baggage policy, and additional fees apply if your bag is overweight/oversize.** See the [Baggage Allowance](#) section for more information.

## Three Lakes

### 1 day

*A fantastic way to see our world famous glacier fed lakes of the Canadian Rocky Mountains that you've always dreamt about! Departing from Canmore and Banff (in the heart of Banff National Park), you will visit Moraine Lake and Lake Louise, followed by a short drive along the world famous Icefield Parkway to the iconic and breathtaking, Peyto (PEE-toh) Lake. A take-away lunch is included where we will sit, absorb, and bask in the stunning beauty of the Canadian Rockies. Who knows - maybe you'll spot some iconic wildlife along the way!*



### Highlights

- Visit Moraine Lake in the heart of the Valley of the Ten Peaks, known for its stunning reflections and glassy aqua blue reflections
- Walk along Lake Louise taking in this world famous lake, whilst marvelling at the incredible Fairmont Château Lake Louise at the waters edge
- Drive along the Icefields Parkway, one of the most scenic drives in the world
- Enjoy the stunning view of turquoise Peyto Lake, named after famous Bill Peyto, from a short stroll to the renowned viewpoint
- Spot (potentially!) iconic wildlife within the national park such as bears, moose and elk!

### What's Included

- Moose Bus transportation
- Services of a professional and fun tour guide/driver
- Lunch and drink to go
- National Park fees

# Itinerary

## Day 1: Banff National Park

To begin our adventure (with a pickup in Canmore), we're going to start in the stunning mountain town of Banff, in the very heart of the Banff National Park. We will then head towards Moraine Lake, and then Lake Louise. Then, we head up the Icefields Parkway (arguably the most beautiful drive in the world), with a stop at Peyto Lake for its stunning vistas. We will then head back towards Banff (including, time permitting, a brief stop at Bow Lake via the Bow Valley Parkway). Lastly, a final drop off in Canmore.

Meal Inclusions: Lunch, drink, fruit and dessert – to go.

## Joining Your Trip

### Canmore & Banff

We pick up from the following locations in Canmore and Banff for this tour. Please be ready and waiting in the hostel lobby 15 minutes prior to your scheduled pick up time.

Hostel Name	Pick Up Time	Address
The Shops of Canmore	10:00	302/304 Old Canmore Rd #300, Canmore
Samesun Banff	10:30	433 Banff Ave, Banff
Hi Banff Alpine Centre	10:35	801 Hidden Ridge Way, Banff
Behind Mount Royal Hotel	10:40	138 Banff Ave, Banff
Banff Train Station (Front Entrance)	10:45	327 Railway Ave, Banff

**NOTE:** if you are staying anywhere else in Canmore or Banff, you will need to make your own way to one of these locations.

### WE NEED TO KNOW WHERE TO PICK YOU UP!

Please advise us of your chosen pick up location from the above lists at least one week prior to your departure date. Failure to advise us of your pickup location in advance may result in you missing the departure.

Please advise your travel agent, or send us an email (include your Moose Confirmation Number): [info@moosebus.travel](mailto:info@moosebus.travel)

## Check-In Procedures

If your Moose guide feels that your main bag is oversize/overweight, it may be weighed/measured at check-in to confirm it meets our [baggage allowance](#). Please read and comply with this policy to avoid missing the tour departure or facing additional charges.

## Finishing Your Trip

### Canmore & Banff

We will drop off at all of the locations in Canmore and Banff listed in the Pick Up section above. If you are staying elsewhere, you will need to make your own way there from one of the above locations. Under normal circumstances, expect to be dropped off around 6pm.

**NOTE:** we strongly recommend that you DO NOT book onward travel on the final day of the tour, since traffic or other unexpected circumstances may cause delays.

## Meals

Your included meals are listed in the **What's Included** section above. Meals do not include beverages, except for free tap water, and as such, you will need to purchase your own drinks.

Speaking of tap water, it's clean and safe to drink almost everywhere in Canada, unless specifically noted at the water facility. We strongly encourage you to bring a reusable water bottle that you can refill from a tap, rather than purchasing disposable plastic water bottles that contribute to pollution. A reusable coffee or tea mug is also a great idea!

### HAVE ANY DIETARY RESTRICTIONS?

Please advise us if you have any dietary restrictions. We can cater to most.

Please advise your travel agent, or send us an email (include your Moose Confirmation Number): [info@moosebus.travel](mailto:info@moosebus.travel)

## Transportation

Our buses are safe and comfortable mini-coaches, seating anywhere from 13 to 24 people. They have extra large windows for catching all the great views, air-conditioning and heating to keep cool or warm, and a sound system to keep the tunes rolling!

## Optional Activities

Why not enhance your trip by participating in one of the below adventure activities during your tour? No need to book ahead. Your Moose guide will give you more information during the tour and please budget for them if you are interested!

The optional activities listed below are not operated by Moose, except for the free hiking, swimming and wildlife spotting activities. Moose arranges the activity as an agent of the local supplier. If you choose to participate in an optional activity, your contract will be with the activity provider and their conditions will apply. Some activities are seasonal, weather dependent, or require minimum numbers to participate.

**NOTE: the prices and activities listed below are approximate and subject to change.**

ACTIVITY	APPROX. COST (CAD)	LOCATION
Hiking, swimming, wildlife spotting	Free	Various locations
Whitewater rafting (4 hrs)	from \$125	Banff
Horseback riding (from 1 - 3 hrs)	from \$92	Banff
Banff Gondola	\$66	Banff
Banff Upper Hot Springs Pool	from \$17.50	Banff
Bike rentals	from \$50	Banff
Helicopter flight - Rockies (from 20 - 40 min)	from \$305	Banff
Big Canoe tour (1.5 hrs)	from \$67	Banff
Via Ferrata (from 2.5 - 4 hrs)	from \$190	Banff

## Finances

### Currency

The currency in Canada is the Canadian Dollar (CAD \$). For a currency conversion tool, we recommend [xe.com](https://www.xe.com).

### Changing Money

ATMs/cash points are widely available in North America and are the safest and easiest way to access cash. Credit cards are accepted almost everywhere in North America (there may be a minimum spend required) except at some street retailers (like food carts) and in very small shops. Some of our optional activity providers may only accept cash, but your Moose guide will advise you of this advance. We recommend having multiple options available for payment or accessing cash.

### Spending Money

See the sections on Meals and Optional Activities for estimated costs during your Moose trip. You will also need to budget for entertainment/nightlife, and shopping/souvenirs, but those costs can vary widely depending on your personal preferences.

### Tipping

In North America, tipping is customary in bars and restaurants, and in the hospitality industry in general. We recognize that this may not be the norm in your home country, but just consider it to be part of your cultural experience! We recommend tipping 15-20% of the bill in

restaurants, and \$0.50 to \$1 per drink at the bar. If travelling by taxi or Uber/Lyft, we recommend tipping 10%.

During your Moose tour, if you participate in and really enjoy one of the optional activities, it's also customary to tip your local guide to show your appreciation. We recommend about 10%, or a maximum of \$5 for more costly activities. Please note that while your Moose guide does not expect a tip, if you feel they have done an amazing job, a tip will be greatly appreciated at the end of the tour! If you're not sure how much to tip, we suggest \$5-10 per day on tour.

## What To Bring

We recommend packing as lightly as possible!

### Packing Lists

The following is a suggested clothing list only, based on our experience:

- 1 pair of comfortable shoes for trail walking. Hiking shoes/boots are not required, unless you plan on doing more challenging hikes on your own. If you are travelling in the spring/autumn when conditions may be wet/snowy/muddy, you might want to consider hiking shoes.
- 1 rain/windproof jacket
- Hat for sun and rain protection
- Beanie (called a toque in Canada) and light gloves - it can get cold in the Rockies and in the Coastal Mountains at higher altitudes and/or on/near the glaciers, even in the middle of summer!

Other general items to pack:

- Reusable water bottle (also consider bringing a coffee/tea mug)
- Sunscreen
- Insect repellent
- Camera, batteries, chargers
- Flashlight/torch (or use an app on your smartphone)

### Baggage Allowance

Each traveller is allowed to bring one reasonably sized main backpack, bag, or suitcase to be stored in the rear luggage compartment of the bus on travel days, with a maximum allowable weight of 23kg (50lbs) and maximum linear dimensions (Height + Width + Depth) of 158cm (62in). Backpacks are better than suitcases for optimizing storage space in the luggage compartment. It also makes it easier for you to carry upstairs in the hostels we use, none of which have elevators/lifts. In addition, each passenger may bring one "carry-on" item like a day pack or small bag, that will be carried in the passenger compartment of the bus.

**NOTE:** Moose reserves the right to refuse to accept luggage that exceeds our weight and/or size restrictions. If we choose to accept overweight or oversize luggage, we will charge a fee of \$50 per bag for overweight/oversize pieces. Note that the decision to accept an overweight/oversize piece can only be made at departure because it depends on the combined weight and size of all travellers' luggage. If your luggage is refused, you will need

to make (and pay for) your own arrangements to ship or store your luggage, which may result in your missing departure that morning. You would then also need to make (and pay for) your own arrangements to catch up with the tour that afternoon or evening.

## Passports and Visas

You will need a valid passport to enter Canada. Furthermore, you may require up to 6 months of remaining validity on your passport to be granted entry (or even to be able to board your flight to Canada). You are responsible for checking with your nearest Canadian Embassy or Consulate to determine the validity requirements for your passport country.

In addition to requiring a passport, you will also need either a Canadian entry visa or an Electronic Travel Authorization (eTA) to enter Canada (unless you hold a valid USA passport). Please visit the following website to determine your entry requirements:

[Canadian entry requirements by country/territory](#)

The above website has links to apply for an ETA. If you require a visa to enter Canada, please visit your nearest Canadian Embassy or Consulate. Regardless of your entry requirements, please submit your application well in advance to ensure you receive your entry authority prior to your scheduled flight to Canada.

**NOTE:** Moose has no control or influence over the entry requirements for Canada, and these requirements could change at any time. As the traveller, you are solely responsible for ensuring you meet Canadian entry requirements in advance of departing for Canada. Moose cannot provide you with any official advice, beyond pointing you to where you can find this official advice, as we have done above.

## Travel Insurance

Travel Insurance. Our thoughts? Don't leave home without it, but we sincerely hope you never have to use it!

We strongly recommend that all Moose travellers purchase a comprehensive travel insurance policy that covers you for the entire duration of your trip. The policy should include emergency medical coverage, trip cancellation/interruption/delay, baggage and personal effects theft/damage, as well as coverage for any adventure sports that you may participate in. Travel insurance is very affordable, and most providers offer a variety of different packages depending on your needs. **Please ask us about Moose recommended travel insurance or speak with your travel agent.**

If you choose NOT to purchase travel insurance, please know that the financial consequences of that decision could be quite costly, whether that's an excessive hospital bill due to an accident, or no refund for your Moose tour if you cancel last minute because a significant family member has fallen severely ill. None of these events can be predicted, but unfortunately, we can assure you they have happened to other Moose travellers! **Our Cancellation Terms and Conditions apply in full regardless of how terrible the**

**circumstances that led to you having to cancel your trip.** Travel insurance covers you when the unexpected occurs!

## Health and Safety

Please advise us in advance of any medical conditions (including food allergies) you have. Please also remind your Moose guide of this. If you require regular medication, please ensure you have a sufficient supply before your trip departs. You (or a travel partner) must be able to administer your own medication, as your Moose guide will not be able to administer it.

### HAVE ANY MEDICAL CONDITIONS WE NEED TO KNOW ABOUT?

Please advise your travel agent, or send us an email (include your Moose Confirmation Number): [info@moosebus.travel](mailto:info@moosebus.travel)

For further information on safety at Moose, please visit the [Safety](#) page on our website.

## Contact Details

### Moose Vancouver Office

Our office is temporarily located remotely until our new office is rebuilt. All mail can be directed to 1018 Granville Street, Vancouver, and our staff are available to meet in downtown Vancouver with prior notice.

### Telephone

Our phone number if calling locally or from overseas: **+1 604 297 0255**

If calling from within North America, you can call our Toll Free line: **1 888 244 6673**

Please check our [website](#) to find out our telephone inquiry hours.

### Email

Please include your Moose Confirmation Number whenever you email us:

[info@moosebus.travel](mailto:info@moosebus.travel)

### Emergency Contact Number

In the event of an emergency involving a Moose bus or Moose passengers in Western Canada, please call the Moose Travel Network emergency phone number:

**+1 778 760 9294.** This number is monitored 24 hours per day.

We take safety very seriously, and as such, it is important that our emergency phone line is used only for actual emergencies occurring on our tours. Calling this phone for non-emergencies blocks the line unnecessarily and prevents others from contacting us about a real emergency. Here are just a few examples of NON-emergencies for which you should NOT call our emergency line:

- you missed your flight and will not make the scheduled departure time for your Moose tour
- your daughter/son/brother/sister/friend is on a Moose tour, and you haven't heard from them in a few days

For non-emergencies, please refer to our regular contact details in the sections above.

**WE LOOK FORWARD TO WELCOMING YOU ON BOARD  
THE MOOSE BUS SOON!**