

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.

Chinook Accommodated

2 days/1 night

Heading west? Take in some amazing experiences along the way with our 2 day Chinook tour, which travels one-way from Banff to Vancouver through the diverse and stunning landscapes of British Columbia. Explore Western Canada from the tall peaks of the Canadian Rockies, through the vast desert lowlands in the Okanagan, and finish by the lush coastal rainforests in Vancouver. We stop at scenic viewpoints en route for great photo opportunities, paddleboarding, hiking and swimming. Now that's how you head west!



Note: The Chinook is the final 2 days of the 8-day Caribou tour. Some of your fellow travellers will have been travelling together before you join them.

Highlights

- See why it's called Emerald Lake (take a guess!)
- Feel the power of Canada's second highest waterfall, Takakkaw Falls (seasonal)
- Hang out in Kelowna, on Lake Okanagan. Watch out for the Ogoopogo Lake monster!
- Walk through the Othello Tunnels that were blasted into the cliffs of the Coquihalla Canyon

What's Included

- Moose Bus transportation
- Services of a professional and fun tour guide/driver
- 1 breakfast
- National Park fees

- Paddleboarding on Skaha Lake

Itinerary

Day 1: Banff to Kelowna

Sadly, we leave the Rockies today (the desert is calling!), but we'll go out with a bang, stopping at some of the most breathtaking scenic points in Western Canada. We will visit the Takakkaw Falls (seasonal), the pristine Emerald Lake and the Natural Bridge, and once we reach the Okanagan Valley. Here you will find beautiful sandy beaches on crystal clear lakes and plenty of sun-filled activities! For the evening it's downtown Kelowna for an abundance of bars and nightclubs in this university city!

Please Note: during April/May and from mid-September onwards, we will visit Kootenay National Park instead of seeing Takakkaw Falls, Emerald Lake and the Natural Bridge.

Moose Accommodation: Samesun Kelowna

Day 2: Kelowna to Vancouver

On our final day, we'll traverse West Kelowna and the Peachland's in the Okanagan, known for being British Columbia's primary wine and fruit growing region. You'll stop at fruit markets, bakeries, and pass by numerous vineyards. Keep an eye on the vast Okanagan Lake and maybe you'll see the Ogoopogo monster!!! Our next destination is Penticton where we will go paddleboarding on the beautiful Skaha Lake. In the afternoon, we'll climb over Alison Pass, travel along the Nicola Valley and enter the Fraser Canyon.

Meal Inclusions: Morning coffee and pastry at Frind Estate Winery

Morning Activity Inclusion: Paddleboarding on Skaha Lake

Moose Accommodation: There is no accommodation included tonight. You will need to make your own arrangements. We recommend that you do not book onward travel on this day in case of traffic or weather delays.

Joining Your Trip

Banff

We pick up from the following hostel locations in Banff on Day 1 of 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	Hostel Address
HI Banff Alpine Centre	08:00	801 Hidden Ridge Way, Banff
YWCA - Y Mountain Lodge	08:10	102 Spray Ave, Banff
Samesun Banff	08:15	433 Banff Ave, Banff

NOTE: if you are staying anywhere else in Vancouver, 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

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.

Day 2 - Special Items to Pack in Your Carry-On Bag

You'll go paddle boarding on Skaha Lake in the morning on Day 2 of this tour! So, in case you didn't think of it yourself, please pack your swimsuit and a towel in your carry-on bag on this day of the tour. This will save you and your Moose guide the hassle of trying to pull your main bag out of the rear luggage storage compartment when you arrive at the lake. And don't worry, there are washrooms/change rooms at the beach!

Finishing Your Trip

Vancouver

On the final day of the tour, we drop off at all of the hostel locations in Vancouver listed below. If you are staying elsewhere, you will need to make your own way there from one of the below locations. Under normal circumstances, expect to be dropped off in Vancouver around 6:30pm.

Hostel Name	Hostel Address
HI Vancouver - Jericho Beach	1515 Discovery St, Vancouver
HI Vancouver - Downtown	1114 Burnaby St, Vancouver
Cambie Hostel on Seymour	515 Seymour St, Vancouver
Outside the Hotel Belmont	Corner Nelson and Granville Streets

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.

Accommodation

We know that a good night's sleep is important, especially after a busy day of travelling with lots of fun activities. We choose hostels and backpacker properties that offer budget value, as well as great facilities, and a welcoming atmosphere.

You have purchased our accommodated tour, which means all your accommodation is included for the standard nights of the trip, at a Moose discounted rate. You'll be staying in mixed gender hostel dorm rooms. By staying in shared rooms you get a chance to meet more people, hang out with other Moose travellers, and have paid less than you would booking a private room or hotel.

NOTE: if you wish to stay in gender-specific dorm rooms, you can request this at the time of booking. Our hostel partners will try to accommodate your request, but we cannot guarantee it will be possible.

Accommodation Locations

Day & Location	Hostel Name	Address	Phone Number
Day 1: Kelowna	Samesun Kelowna	245 Harvey Ave, Kelowna	+1 250 763 9814
Day 2: Vancouver	none ¹		

Notes:

1. You will need to make your own reservation for the final night of the tour.

Do I Ever Need To Book My Own Accommodation?

You **ONLY** need to make your own reservation for your pre and post tour nights in Vancouver.

Daily Departure Times

We depart from the included accommodation at the following times on each day of the tour:

Day & Location	Hostel Name	Departure Time
Day 1: Banff	See Joining Your Trip section above	
Day 2: Kelowna	Samesun Kelowna	08:00

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!

To help you save money, we make grocery stops almost every day so you can self-cater, and all of the hostels we stay at have kitchens that are available for Moose use (that rhymes!). You can prepare your own breakfast or dinner at the hostel if it's not already included. On occasion, your Moose guide may organize an optional group dinner, where you can choose to pitch in a few dollars, and then help with cooking or clean up. It's fun and inexpensive! They may suggest an optional group dinner at a good value local restaurant. On travel days, lunch will typically occur en route. Your Moose guide will either stop in a town where you'll have several options for lunch, or you will stop in the morning to pick up lunch supplies for a picnic in the wilderness later in the day. Remember, don't feed the wildlife!

We recommend budgeting approximately CAD\$20 to \$40 per day for non-included meals. Restaurants will be more expensive, and remember to account for Canadian tax (5%) and tip (15-20%). Note that alcohol in the Province of BC is also subject to an additional 10% tax.

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

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
Stand Up Paddleboarding	Included	Penticton (en route to Vancouver)

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 Accommodation, 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! Note that almost all hostels we use have guest laundry facilities, so you will be able to wash your clothes while on tour.

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 pair of smart-casual shoes
- 1 pair of flip-flops/thongs/jandals
- 2 pairs of jeans/long pants
- 2 pairs of shorts/skirts
- 4 shirts/t-shirts
- 2 sweaters/jumpers (layers!)
- Smart casual evening wear
- Underwear and socks
- Swimsuit and towel
- 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)
- Toiletries
- Sunscreen
- Insect repellent
- Electrical plug adapter
- Camera, batteries, chargers
- Flashlight/torch (or use an app on your smartphone)

NOTE: a sleeping bag is NOT required, and in fact, many hostels will NOT allow them due to potential bed bug issues. All hostels we use provide pillows and bed linen.

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 on Day 1. If you require regular medication, please ensure you have a sufficient supply before your trip departs, as it may be difficult to obtain while travelling. 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

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

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!**