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LOCAL KNOWLEDGE - VACATIONS OF A LIFETIME

15 Day Rocky Mountaineer with Alaskan Inside Passage Cruise

AVG Travels

Local Knowledge. Vacations of a Lifetime.

Discover the world with AVG Travels, where our team of destination experts combines local knowledge with a passion for adventure to offer you the vacation of a lifetime. At AVG Travels, we not only provide an immersive travel experience, prioritize your comfort, safety, and enjoyment, but also showcase the beauty and cultural richness of stunning destinations.

Specialists in touring since 2015, AVG Travels is proud to craft your itinerary and create memories that last a lifetime. Travel with confidence knowing your trip has been thoughtfully crafted by our experts with you personally in mind.

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Day by Day Itinerary

Calgary, Banff, Jasper, Kamloops, Vancouver, Victoria, Juneau, Skagway, Glacier Bay, Port of Ketchikan, Vancouver

HIGHLIGHTS

- Traverse the incredible Canadian Rockies aboard the **Rocky Mountaineer**
- Free time to explore the beauty of **Banff** town at your own pace
- Take a thrilling Ice Explorer ride on the ancient Athabasca Glacier in the **Columbia Icefields**
- Enjoy **Jasper** with a full day to explore this charming village on your own
- Spend free time in beautiful **Vancouver** with time to explore all the main sites
- Take a full day tour of **Victoria** and the incredible **Butchart Gardens**
- Spend 7 days cruising **Alaska's Inside Passage** with stops at Juneau, Skagway, Glacier Bay and Ketchikan

ITINERARY

Day 1: Arrive Calgary, Canada - Banff

Welcome to the Canadian Rockies!

On arrival into Calgary International Airport (YYC), upon entering into the arrivals hall make your way to the shuttle transfer desk for your included transfer to Banff.

Spend the remainder of the day at your leisure.

Please note: when booking international flights, please ensure that your arrival date into the starting city, falls on Day 1 of the itinerary.

Meals: n/a

Accommodation: Mount Royal Hotel 3* Superior or similar

Day 2: Banff

You have a full day to explore and enjoy one of Canada's most renowned mountain resort towns. This is a perfect chance to immerse yourself in the area's natural beauty and diverse activities. Consider booking a wildlife tour to witness unique large animals in their natural habitats, such as bears, moose, and elk, and learn about the local ecosystem from knowledgeable guides. Alternatively, if you enjoy hiking, you can embark on a guided trek along the extensive network of trails that either start right from the town or are accessible from nearby trailheads along

the highway. Whether you choose to observe wildlife or tackle a scenic hike, you'll have a memorable experience in this stunning mountain destination.

Meals: n/a

Accommodation: Mount Royal Hotel 3* Superior or similar

Day 3: Banff - Columbia Icefield - Jasper

Depart on your full-day sightseeing transfer to Jasper, featuring a stop at the breathtaking Columbia Icefield along the renowned Icefields Parkway. This massive Columbia Glacier spans nearly 325 square kilometers and commands the surrounding landscape. Experience the glacier up close with an Ice Explorer ride onto the ancient Athabasca Glacier, followed by a walk on the Glacier SkyWalk—a glass-floored platform that extends 30 meters over the Sunwapta Canyon. After these exhilarating activities, continue your journey and arrive in Jasper late in the afternoon.

Spend the night in Jasper, soaking in the beauty of this charming mountain town.

Meals: n/a

Accommodation: The Crimson Hotel 3* or similar

Day 4: Jasper

the Athabasca River, where you'll experience the thrill of navigating the river's rapids while soaking in the stunning natural surroundings. Alternatively, for a different kind of exploration, consider climbing into a motorcycle sidecar for a scenic ride along the park's beautiful roads. This unique mode of transportation offers a fresh perspective on Jasper's breathtaking landscapes. Whether you choose to tackle the river or cruise the roads, you'll have an unforgettable day.

Conclude your adventure with a relaxing evening and overnight stay in Jasper, enjoying the charm and tranquility of this scenic mountain town.

Meals: n/a

Accommodation: The Crimson Hotel 3* or similar

Day 5: Jasper - Kamloops (Rocky Mountaineer)

After a shuttle transfer to the Jasper train station, arranged by Rocky Mountaineer, board the Rocky Mountaineer train and embark on a stunning rail journey from Jasper to Kamloops. This daylight SilverLeaf Service offers unparalleled views of some of Western Canada's most breathtaking landscapes. You'll travel in a glass-domed coach designed to maximize your sightseeing experience, with panoramic windows providing spectacular vistas of the changing scenery.

Enjoy gourmet meals served at your seat, featuring a variety of delicious regional dishes crafted from fresh, local ingredients. Complimentary beverages, including wine and beer, are available to enhance your dining pleasure. The knowledgeable hosts on board offer personalized service and insightful commentary about the regions you're passing through.

As the afternoon progresses, you'll transition from the lush landscapes of the Rockies to the arid ranchlands of interior British Columbia.

Upon arriving in Kamloops, you'll disembark and have the evening free to explore at your own pace. Enjoy a relaxing overnight stay in Kamloops, with breakfast and lunch provided on the train.

Meals: Breakfast & Lunch

Accommodation: The Thompson Hotel 3* or similar

Day 6: Kamloops - Vancouver (Rocky Mountaineer)

Today, you'll embark on the final leg of your extraordinary Rocky Mountaineer rail journey. This segment of the trip takes you through the heart of "cowboy country," showcasing the expansive ranchlands and the powerful torrents of the Fraser and Thompson Rivers. As you traverse this historic pioneer region, you'll be treated to the luxury and comfort of your train, including attentive service and plush amenities.

While onboard, enjoy insightful commentary about the area's rich history and legends, enhancing your appreciation of the West's cultural and natural heritage. The route continues through lush farmlands and past charming historic towns, providing a picturesque and immersive experience. Arrive in Vancouver, where you'll disembark and enjoy the evening at your leisure. Breakfast and lunch are included on the train.

Meals: Breakfast & Lunch

Accommodation: The Georgian Court Hotel 4* Superior or similar

Day 7: Vancouver - Victoria - Vancouver

This full-day excursion to Victoria starts with a picturesque cruise through the scenic Gulf Islands, setting the stage for a visit to the renowned Butchart Gardens. After exploring these stunning gardens, you'll continue to Victoria for a comprehensive city sightseeing tour. This tour covers Victoria's elegant homes and gardens, as well as key historic landmarks.

You'll visit the University of Victoria and Beacon Hill Park, and pass by notable sites such as the Royal British Columbia Museum, Thunderbird Park, and the impressive Parliament Buildings. The tour also includes views of the exclusive neighborhoods of Uplands and Oak Bay.

You'll return to Vancouver in the early evening, with an overnight stay in the city to follow.

Meals: n/a

Accommodation: Hotel Georgian Court 4* Superior or similar

Day 8: Vancouver -

Today, you'll check out of your hotel and make your own way to the Vancouver cruise terminal, where you'll board Holland America Line's prestigious cruise ship. Upon arrival, you'll be greeted by the attentive crew who will ensure you have a memorable cruising experience. Take the opportunity to explore the ship's luxurious amenities and enjoy the sunset over the water from the expansive decks of this elegant vessel.

As the Zaandam sets sail this afternoon, you'll embark on a journey through one of the most renowned and stunning passages in the world. Holland America Line's expertise and commitment to excellence promise a superior cruise experience, offering exceptional service, comfort, and access to breathtaking views. Enjoy dinner on board and spend the night enveloped in the elegance and charm of the Zaandam.

Meals: Dinner

Accommodation: Holland America Line – Zaandam or similar

Day 9: Inside Passage -

On your first full day of cruising, revel in the breathtaking scenery as you traverse the Inside Passage. From the deck of the Zaandam, you'll be immersed in a captivating panorama of Alaska's natural wonders, including lush rainforests, majestic glaciers, dramatic fjords, and snow-capped peaks. The waters often teem with wildlife, offering the chance to spot playful whales, curious sea lions, and a diverse array of marine birds.

As you sail through this stunning region, enjoy the unobstructed views and the comfort of your luxurious ship. Your day includes full board, ensuring that every meal is a delightful experience. Spend the night on board the Zaandam, surrounded by the beauty of Alaska and the elegance of your cruise vessel.

Meals: Breakfast, Lunch & Dinner

Accommodation: Holland America Line – Zaandam or similar

Day 10: Port of Juneau -

Sail through the scenic Stephens Passage as it winds into the Boundary Ranges at Tracy Arm, a striking 48-kilometer-long fjord renowned for its narrow, serpentine route. This dramatic landscape transitions from lush rainforests to ancient stone formations, with towering peaks rising up to 2,100 meters. The fjord culminates at the awe-inspiring twin Sawyer Glaciers, offering spectacular views of these massive ice formations.

Upon arriving in the port of Juneau, take the opportunity to explore Alaska's vibrant state capital. Immerse yourself in its unique frontier culture and rich spirit. Enjoy a full day of exploration and discovery before returning to the Zaandam for the evening. Full board is included, ensuring a comfortable and delightful experience throughout your journey.

Meals: Breakfast, Lunch & Dinner

Accommodation: Holland America Line – Zaandam or similar

Day 11: Port of Skagway -

As you cruise to the historic Gold Rush town of Skagway, you'll follow in the footsteps of the prospectors who either ventured on to the gold fields or stayed to build the vibrant town that endures today. Take advantage of your visit by riding the vintage White Pass & Yukon narrow-gauge railway, a nostalgic journey that offers stunning views

of the rugged landscape.

You might also explore the iconic Red Onion Saloon or wander through the Klondike Gold Rush National Historical Park, where you can admire the restored buildings and wooden boardwalks that capture the spirit of the Gold Rush era.

Enjoy the evening on board the Zaandam, with full board included to ensure your dining and comfort needs are met.

Meals: Breakfast, Lunch & Dinner

Accommodation: Holland America Line – Zaandam or similar

Day 12: Glacier Bay -

Prepare for an exhilarating day of cruising as you explore the renowned Glacier Bay, home to Glacier Bay National Park. This UNESCO World Heritage Site is celebrated for its extraordinary ecosystem, where diverse plants and animals thrive alongside a dynamic glacial landscape.

Witness the dramatic spectacle of glaciers calving—when massive chunks of ice break off and plunge into the sea, sending water soaring dozens of meters into the air. Glacier Bay is renowned for having the highest concentration of active tidewater glaciers in the world, offering a truly awe-inspiring experience.

Enjoy the breathtaking scenery and natural wonders throughout the day. After your adventure, return to the Zaandam for the evening.

Meals: Breakfast, Lunch & Dinner

Accommodation: Holland America Line – Zaandam (or similar)

Day 13: Port of Ketchikan -

Today, you'll cruise into the vibrant port of Ketchikan, situated along the scenic shores of the Tongass Narrows. This charming town is distinguished by its unique waterfront architecture, with many shops and houses built on stilts above the water.

Known as the "Salmon Capital of the World," Ketchikan offers a wealth of attractions, including Creek Street, the Tongass Historical Museum, Totem Bight State Park, and Saxman Village. Surrounded by breathtaking natural beauty, the town invites you to explore the Alaskan wilderness and experience its rugged allure. After a day of discovery and adventure, return to the Zaandam for the evening.

Meals: Breakfast, Lunch & Dinner

Accommodation: Holland America Line – Zaandam or similar

Day 14: Inside Passage -

Today, the ship will gently retrace its journey along the coastlines of Alaska and British Columbia. Observe how the landscape gradually transforms as you move south into the warmer, more temperate climate of the Pacific Northwest. This scenic voyage allows you to appreciate the subtle changes in the environment, from the rugged Alaskan terrain to the lush, temperate forests of the Pacific Northwest.

Enjoy a relaxing day on board, soaking in the evolving views from the comfort of the Zaandam. Your full board is included, ensuring that you are well-cared for throughout the day and evening.

Meals: Breakfast, Lunch & Dinner

Accommodation: Holland America Line – Zaandam or similar

Day 15: - Depart Vancouver

After breakfast, you will arrive in the port of Vancouver around 7a.m.

Disembark from the Zaandam at the designated time and make your way to Vancouver International Airport to check in for your return flight.

Meals: Breakfast

INCLUSIONS

- Rocky Mountaineer rail passage from Jasper to Vancouver the in SilverLeaf (upgrade to GoldLeaf available)

- Visit the Columbia Icefields including an excursion onto the Athabasca Glacier
- Full-day excursion to Victoria including Butchart Gardens visit
- Shuttle transfer between Calgary International Airport (YYC) and Banff
- All sightseeing as per the itinerary including entrance fees
- All Provincial Taxes and Federal GST
- 7 nights in 3 & 4-star hotel accommodation
- 7 nights aboard Holland America Line Inside Passage cruise in an Inside Cabin (upgrades available)
- Breakfast as indicated, 8 lunches & 7 dinners

EXCLUSIONS

- International airfares
- Visas
- Travel insurance
- Tipping
- Transfers to and from airport and / or train stations unless otherwise specified
- Anything not mentioned in the itinerary
- Optional activities including on-shore excursions whilst on Inside Passage cruise
- National park entrance fees
- Personal expenses

DEPARTURE DATES: PRICE IS QUOTED IN \$ PER PERSON

DEPART AU	RETURN DATE	PRICE	NOTE	RESERVE YOUR SEAT
Wednesday 07 May 2025	Wednesday 21 May 2025	\$9,499		Book
Wednesday 14 May 2025	Wednesday 28 May 2025	\$9,499		Book
Wednesday 21 May 2025	Wednesday 04 Jun 2025	\$9,499		Book
Wednesday 28 May 2025	Wednesday 11 Jun 2025	\$9,499		Book
Wednesday 04 Jun 2025	Wednesday 18 Jun 2025	\$9,499		Book
Wednesday 11 Jun 2025	Wednesday 25 Jun 2025	\$9,999		Book
Wednesday 18 Jun 2025	Wednesday 02 Jul 2025	\$9,999		Book
Wednesday 25 Jun 2025	Wednesday 09 Jul 2025	\$9,999		Sold Out
Wednesday 02 Jul 2025	Wednesday 16 Jul 2025	\$9,999		Book
Wednesday 09 Jul 2025	Wednesday 23 Jul 2025	\$9,999		Book

DEPART AU	RETURN DATE	PRICE	NOTE	RESERVE YOUR SEAT
Wednesday 16 Jul 2025	Wednesday 30 Jul 2025	\$9,999		Book
Wednesday 23 Jul 2025	Wednesday 06 Aug 2025	\$9,999		Book
Wednesday 30 Jul 2025	Wednesday 13 Aug 2025	\$9,999		Book
Wednesday 06 Aug 2025	Wednesday 20 Aug 2025	\$9,999		Book
Wednesday 13 Aug 2025	Wednesday 27 Aug 2025	\$9,499		Book
Wednesday 20 Aug 2025	Wednesday 03 Sep 2025	\$9,499		Book
Wednesday 27 Aug 2025	Wednesday 10 Sep 2025	\$9,499		Book
Wednesday 03 Sep 2025	Wednesday 17 Sep 2025	\$9,499		Book
Wednesday 10 Sep 2025	Wednesday 24 Sep 2025	\$9,499		Book

OPTIONAL TOURS



TWIN: GoldLeaf & Outside Cabin Upgrade

\$2,100



SOLO: GoldLeaf & Outside Cabin Upgrade

\$2,900



TWIN: GoldLeaf & Balcony Cabin Upgrade

\$6,200



**SOLO: GoldLeaf & Balcony
Cabin Upgrade**

\$11,119

FINE PRINT

FLIGHT INFORMATION

This is a **land package** only.

If you would like to add airfares to your booking, please select the departure city where we have the economy return flights add-on for your selection. If you would like to book the business class or premium class, please contact us anytime and our ticketing expert would assist you. Currently we use Emirates Airlines or similar.

Flight requests, amendments or preferences

We understand customers may wish to request changes to their included airfares. If you wish to fly with a certain airline, land at a certain time or change your flight in other ways we will gladly provide you with a personalized quote tailored to your specific requirements.

We would be more than happy to provide you with a quote for the following requests:

Airline Preferences – You may wish to fly with a particular airline

Cabin Preferences – These include upgrading to premium economy or business class

Extensions (start and end cities must remain the same) – You may request to extend your stay pre or post tour.

Meal Requests – You may request a specific meal for dietary requirements.

Seat Requests – If you would like to request particular seating. However please note, not all airlines allow the selection of pre-purchased seat arrangements.

IMPORTANT INFORMATION

Physical Requirements

A reasonable level of fitness is required. Participants should be comfortable navigating stairs, boarding and disembarking from the coach, train and cruise ships. Guests must be able to walk reasonable distances, typically around 2 kilometers per day or more. Please disclose any physical conditions at the time of booking to assess suitability for the tour.

Tipping

Tipping is not included in your package. Tips are a reflection of your level of satisfaction with the services provided. The amount is left to your discretion. As a generally accepted guideline the suggested amount is CA\$6.00 per person, per day for the tour director and CA\$6.00 per person, per day for the driver. For city tours the suggested amount is CA\$3.00 per person. However, tips are not obligatory and should reflect the client's degree of satisfaction relative to services provided.

Holland America Line

As a convenience to the passengers, a gratuity labelled "Crew Appreciation Charges" is automatically tabulated on the final bill. The suggested amounts are US\$17.00 per guest per day for interior, ocean-view and verandah cabins, and US\$19.00 per guest per day for suites. This charge is distributed to those crewmembers who serve guests directly, such as dining room wait staff, the stewards who service the staterooms each day as well as support staff such as galley and laundry employees. For suite guests, crewmembers that provide additional service amenities including the Neptune Lounge concierge also receive compensation from this gratuity. If Holland America's service exceeds or fails to meet expectations, guests are free to adjust this amount at the end of the cruise at their

discretion. The Hotel Service Charge is paid entirely to Holland America Line crewmembers, and represents an important part of their compensation. These charges are subject to change without notice.

Accommodation

The accommodation listed is subject to change. Any changes will be of an equal or higher standard. Bedding configurations (double or twin) are requests only. All efforts will be made to meet your preferences however any changes are beyond our control.

Single Supplement

Single supplement is **\$4,125** in addition to the twin share price.

Group size

This package consists of several components, each provided by different operators during your trip. Therefore, the size of your group may vary depending on the operator. If your package includes a train or cruise, you will be sharing the journey with other passengers, up to the maximum capacity of that particular component.

Travel Insurance

Travel insurance is recommended to protect yourself against the unexpected. In addition to the support that a policy may provide, you may be asked to present a copy of your travel insurance documentation while traveling.

We have partnered with **NibTravel Insurance** to offer our customers competitive rates for their travel insurance. You can book Comprehensive or Essentials cover for your domestic, international or multi-trip journeys simply with us.

Visa & Passport Information

It is the traveler's responsibility to ensure they have a valid passport. The passport must be valid for a minimum of six months from the intended date of return and must have more than 2 blank pages.

A visa is required for entry into Canada.

Get an [electronic travel authorisation \(eTA\)](#) before you travel to Canada by air. You may not be allowed into the country if you have a criminal record, including a drink driving conviction.

A visa is required for entry into Alaska: Australian & New Zealand passport holders require a valid authorization via the Electronic System for Travel Authorization (ESTA) that must be obtained prior to traveling. Please refer to the Official Website of the Department of Homeland Security <https://esta.cbp.dhs.gov/>

IMPORTANT: Visa requirements may change at any time without notice. You should contact the nearest high commission/embassy or consulate for the latest details.

Tour Documentation

Final documentation, including e-tickets and hotel details, will be provided approximately 30 days prior to travel.

Children

Children under the age of 5 years will not be permitted to travel on this tour.

Tour Length

The total length of the tour in days includes time spent in flight and is subject to change depending on the flight schedule, please refer to the day by day itinerary for the time spent on land.

HOW TO EXTEND YOUR STAY

Pre and post tour accommodation is not offered as part of this tour.

ROCKY MOUNTAINEER DETAILS & UPGRADE OPTIONS

Rocky Mountaineer offers an unforgettable journey through the stunning landscapes of the Canadian Rockies. Renowned for its luxurious train travel experiences, Rocky Mountaineer takes you on a scenic adventure with panoramic views of snow-capped mountains, lush forests, and sparkling lakes. Passengers enjoy gourmet meals, exceptional service, and comfortable, spacious seats while traversing some of the most breathtaking terrain in North America. With a range of routes and packages, Rocky Mountaineer provides a unique and immersive way to explore the natural beauty and charm of Canada.

Rocky Mountaineer's SilverLeaf

Offers a premium rail experience with a focus on comfort and stunning views. Passengers relax in spacious, reclining seats with panoramic windows that provide breathtaking vistas of the Canadian Rockies.

Inclusions:

- Gourmet meals served at your seat
- Complimentary beverages, including wine and spirits
- Personalized service from dedicated hosts
- Scenic storytelling and informative commentary
- Access to exclusive lounges at select stations
- Comprehensive onboard amenities for a luxurious journey

Rocky Mountaineer GoldLeaf

Rocky Mountaineer's GoldLeaf service elevates your rail journey to new heights of luxury and sophistication. Experience unparalleled comfort with bi-level, dome-style cars that offer panoramic views from the upper deck, while enjoying gourmet dining in a dedicated dining room on the lower level.

Inclusions:

- Upper-level dome seating with panoramic views
- Access to a spacious, elegant dining room with gourmet meals
- Complimentary premium beverages, including fine wines and spirits
- Personalized service from expert hosts
- Exclusive access to lounges at select stations
- Enhanced onboard amenities for an exceptional travel experience

Upgrade to your package to include Rocky Mountaineer's GoldLeaf by selecting the upgrade option when booking your tour via the "check out".

HOLLAND AMERICA LINE ALASKA CRUISE DETAILS & UPGRADE OPTIONS**Holland America Line Zaandam**

Cruising through Alaska's Inside Passage aboard Holland America Line Zaandam offers an exceptional voyage through one of the world's most pristine and scenic regions. Experience breathtaking views of glaciers, fjords, and wildlife from the comfort of a well-appointed ship. Onboard, enjoy world-class dining, enriching programs, and spacious accommodations, all designed to enhance your journey.

Inclusions:

- **Accommodation:** Comfortable and well-appointed stateroom of choice
- **Dining:** Main dining room meals and casual dining options, including breakfast, lunch, and dinner
- **Entertainment:** Onboard shows, live music, and theater performances
- **Activities:** Access to various onboard activities, such as cooking demonstrations, lectures, and workshops
- **Use of Facilities:** Access to pools, hot tubs, fitness center, and other recreational facilities
- **Basic Beverages:** Coffee, tea, and water at meals and in select public areas
- **Kids and Teens Programs:** Age-appropriate programs and activities for children and teenagers
- **Port Fees and Taxes:** Charges related to port visits and taxes included in the fare
- **Room Service:** 24-hour room service for in-cabin dining (certain items may incur an additional charge)

CABIN DETAILS**Inside Cabin (Included in package)**

Offers a cozy and comfortable retreat with thoughtfully designed features. Ideal for travelers seeking a serene space to relax, these cabins are equipped with modern amenities and stylish decor. This Inside Cabin provides a peaceful and well-appointed environment for unwinding after exploring the ship or its destinations.

- Comfortable bedding and ample storage
- En-suite bathroom with shower
- TV with a selection of entertainment options
- Daily housekeeping service
- Access to onboard dining, entertainment, and activities
- Room service for convenience

Ocean View Cabin (Upgrade option available)

Offers a charming retreat with expansive windows that let in natural light and provide stunning ocean views. Designed for comfort and relaxation, this cabin features elegant decor and modern amenities to enhance your cruise experience.

- Large windows with ocean views
- Comfortable bedding and ample storage space

- En-suite bathroom with shower
- TV with a range of entertainment options
- Daily housekeeping service
- Access to onboard dining, entertainment, and activities
- Room service for added convenience

Vista Balcony Suite (Upgrade option available)

Offers a luxurious and spacious retreat with elegant furnishings and stunning ocean views. Featuring a private balcony, this suite provides an elevated cruising experience with added comfort and style.

- Private balcony with outdoor seating
- Separate living area and bedroom
- Premium bedding and ample storage
- Spacious en-suite bathroom with a bathtub
- TV with a selection of entertainment options
- Daily housekeeping service
- Priority boarding and disembarkation
- Access to exclusive dining venues and amenities
- Suite concierge service

Upgrade to your package to include either the Outside or Vista Balcony Suite by selecting the upgrade option when booking your tour via the “check out”.

IMPORTANT INFORMATION

Exclusions:

- Shore Excursions: Additional cost for guided tours and activities at port stops
- Specialty Dining: Meals and experiences at specialty restaurants beyond the main dining options
- Beverages: Non-alcoholic drinks (excluding basic coffee, tea, and water) and alcoholic beverages (unless included in a beverage package)
- Gratuities: Daily service charges for staff and crew, which are usually added to your account
- Spa Treatments: Access to spa services and treatments
- Wi-Fi: Internet access, which often incurs an additional fee
- Laundry Services: Laundry and dry-cleaning services
- Travel Insurance: Optional travel insurance coverage
- Personal Expenses: Purchases made in onboard shops, casinos, or additional services.

Special Cancellation Policy

- Product published on our website has special cancellation policies and deposits. • Name changes within the 136 days are considered cancellations for all programmes which have a Holland America Line component

Documentation & Confirmation of Bookings

- All passengers on Holland America Line must provide their full legal name as it appears on their passport at time of booking. If the name submitted is not the same as on their passport, an administrative fee will be charged to the passenger to make the change in the cruise line’s records.
- Once a booking is made clients will get our automatic confirmation and no further information at that time.
- At approximately 120 days prior to departure we will send a website link and confirmation number. You will need to communicate these to your passengers and advise them to fill out the online form.
- Passengers will need to enter the cruise confirmation #, their legal name, the sail date of the cruise (not the package start date) to begin the check in process.

Please Note: The cruise lines have a policy in regards to immigration regulations. It is mandatory that each passenger fill out the advance guest registration form. The form must be completed on the cruise line’s website before sailing. Consumer failing to do so may be denied boarding without further recourse of the possibility of a refund.

- Once passengers have completed their online check in they can print their electronic documentation.
- Passengers may also pre purchase any daily excursions sold during their itinerary directly with the cruise line.
- Documentation is only provided in English and Spanish from Holland America. Jonview will always provide it in English.
- Luggage tags can be printed online through the online check in process or may be completed upon arrival for check in at the cruise terminal.

- Upon check in, passengers will only receive their cabin keys
- A detailed summary of all additional charges may be printed out at any time during the cruise and a final bill will be sent to the passenger's stateroom before departure. This bill is generated by Holland America. All charges are in USD.

Escorted Tours

Passengers will not receive any additional documentation from AVG Travel aside from the link for online registration. Passengers are responsible to print out the required documents and present them at check-in.

Meal Times/Gratuities

Gratuities As a convenience to the passengers, a gratuity labelled "Crew Appreciation Charges" is automatically tabulated on the final bill. The suggested amounts are US\$17.00 per guest per day for interior, ocean-view and verandah cabins, and US\$19.00 per guest per day for suites. This charge is distributed to those crewmembers who serve guests directly, such as dining room wait staff, the stewards who service the staterooms each day as well as support staff such as galley and laundry employees. For suite guests, crewmembers that provide additional service amenities including the Neptune Lounge concierge also receive compensation from this gratuity. If Holland America's service exceeds or fails to meet expectations, guests are free to adjust this amount at the end of the cruise at their discretion. The Hotel Service Charge is paid entirely to Holland America Line crewmembers, and represents an important part of their compensation. These charges are subject to change without notice.

Meal Times

Early seating is at 17:45 and main dining is at 20:00. Dinner seating time is subject to change by cruise line prior to departure. "As You Wish" dining option is available which allows guests to dine at their leisure in the lower level of the dining room between 17:15-21:00.

Payment for Goods & Services During the Cruise

Cash is not accepted in the casino. Any charges are billed to the passenger's onboard account. All charges are in USD. If they want to pay cash (USD), passengers need to settle their account no later than the last night of the cruise or it will automatically be charged to their credit card on file.

Check-in Arrival and Check-out Departure Times

Boarding and check-in starts at 12:00. All passengers should onboard 90 minutes prior to departure at the latest. Check-in only takes a few minutes. Should the cruise departure change, it will be communicated via Product Advisement. Departure and check-out is done in groups, scheduled to accommodate passenger flight departure times. Passengers will be assigned colours to designate which group they are checking out with. The average time to check-out and take a taxi or limousine to Vancouver Airport is 2 hours. The port of departure and arrival is Canada Place, Vancouver. The address is 999 Canada Place at the foot of Howe Street and Burrard Street. Please note: Disembarking can be a lengthy process and passengers are prioritized according to their connecting transfer and flights. If you have a scheduled pickup time for a transfer or other connecting service, please inform the ship purser or activity desk so they may assist you in debarking on time.

Typical Day to Day Itinerary

- Wednesday
Vancouver – Depart:15:00-16:00 (Depending on date)
- Thursday
Inside Passage Cruising – At Sea
- Friday
Tracy Arm Inlet* – Arrive: 10:00 Depart: 10:30
- Friday
Alaska/Juneau – Arrive: 13:30 Depart: 22:00
- Saturday
Skagway – Arrive: 06:30 Depart: 21:00
- Sunday
Glacier Bay – Arrive: 06:00 Depart: 15:00
- Monday
Ketchikan – Arrive: 11:00 Depart: 19:00
- Tuesday
Inside Passage Cruising – At Sea
- Wednesday
Vancouver – Arrive: 07:00

*Only on departures from end of May to mid September. Itinerary and times subject to change.

AVG Travels

Australia Call: 1800 229 339

New Zealand Call: 0800 220 920

US Call: 1 888 440 6001