

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.

Caribou Tour 2020 Accommodated

8 days/7 nights

The 8 day Caribou Tour is the best way to see the Canadian Rocky Mountains and the highlights of southern British Columbia. Starting and finishing in Vancouver, you will visit the top destinations of Kelowna, Banff, and beautiful Jasper with many adventure stops along the way! Travel the world famous Icefields Parkway and visit Banff, Jasper and Yoho National Parks on our most popular pass.



Highlights

- Explore Western Canada's wilderness stopping at stunning viewpoints along the way, and for hiking and swimming
- Tour through Banff, Jasper, and Yoho National Parks
- Visit Rocky Mountain landmarks such as Lake Louise, and Moraine Lake (seasonal)
- Travel the Icefields Parkway between Lake Louise and Jasper to see Bow Lake and the Athabasca Glacier
- See majestic waterfalls including Bridal Veil Falls, Athabasca Falls, and 381m Takakkaw Falls (seasonal)
- Paddleboard on a lake in the Okanagan Valley (included)
- Enjoy the wicked nightlife and adventure activities in Banff
- Travel through Canada's desert region and party on Lake Okanagan

What's Included

- 7 nights accommodation in mixed gender, hostel dorm-style rooms
- Moose Bus transportation
- Services of a professional & fun tour guide/driver
- Paddleboarding on Skaha Lake

- 2 group dinners
- 4 breakfasts (at the Samesun hostels)
- National Park fees

2020 Itinerary

Day 1: Vancouver to Kelowna

Leaving the city behind, we'll head east through the Fraser Valley. At our first stop, we'll take a short walk in a west coast rainforest to check out Bridal Veil Falls. Crossing through the Coastal Mountains, we'll stop in Manning Park for lunch at Lightning Lake. Afterwards, we arrive in the semi-arid grasslands of the Okanagan where we'll go for a paddleboard on Skaha Lake in Penticton. Then it's onto Kelowna on Lake Okanagan, our destination for the night.

- Activity & Meal Inclusions: **Paddleboarding, Dinner**
- Moose Accommodation: **Samesun Kelowna**

Day 2: Kelowna to Banff

We'll be in two provinces, completely cross three mountain ranges, and travel through four National Parks today as we continue east to Banff. Leaving the Okanagan, we'll stop en route in Revelstoke, where you'll have the option to go lake kayaking surrounded by beautiful mountain scenery. Continuing onwards, we'll finally enter the Rocky Mountains and cross over the Kicking Horse Pass into Alberta and Banff National Park. Tonight, we'll settle in the historic town of Banff, in the heart of the mountains.

- Meal Inclusions: **Breakfast at Samesun Kelowna**
- Moose Accommodation: **HI Banff**

Day 3: Banff to Rampart Creek via Lake Louise

Our day begins with visits to the stunning Moraine Lake (seasonal), and one of the world's most famous lakes, Lake Louise! Then it's onto the Icefields Parkway, to take in the jagged mountain peaks, glaciers, raging rivers, and more turquoise lakes, all the while keeping your eyes peeled for wildlife. We'll make stops to see the Crowfoot Glacier, Bow Lake, and the impressive Mistaya Canyon, before arriving at our rustic, wilderness hostel alongside Rampart Creek. Why not take a dip in the creek, then relax in the wood-burning sauna, before enjoying a campfire under the stars tonight?

- Moose Accommodation: **HI Rampart Creek**. *This is a rustic, wilderness hostel and there are no alternative accommodation options nearby, but we think you're going to love this truly Canadian experience!*

Day 4: Rampart Creek to Jasper

Tick another National Park off your list today because we're entering Jasper NP! We'll stop to look for mountain goats at the Goats and Glaciers Viewpoint. Our next stop is at Athabasca Falls, one of the most powerful and picturesque waterfalls in the Rockies. Then

it's on to Maligne Canyon, the deepest canyon in Jasper, for a scenic hike that crosses several bridges with amazing views into the canyon. Afterwards, we'll roll into the Jasper townsite where you'll have the rest of the afternoon and evening free to explore on your own.

- Moose Accommodation: **HI Jasper**

Day 5: Jasper to Banff

It's another day of jaw dropping vistas along the Icefields Parkway as we make our way back south. Our main attraction today is the Columbia Icefield, the largest icefield in the Rocky Mountains at 325 square kilometres. You'll have the chance to get up close to the Athabasca Glacier, either on a hike to the toe of the glacier, or on board a massive Ice Explorer vehicle. After a group dinner back in Banff, enjoy the great nightlife, or relax at the Banff Upper Hot Springs.

- Meal Inclusions: **Dinner at Samesun Banff**
- Moose Accommodation: **Samesun Banff**

Day 6: Banff Free Day

Today is a free day and is yours to enjoy as you like in the heart of the Rocky Mountains! Enjoy the sites in the Banff area, hike a local mountain, or for an optional extra cost, go whitewater rafting, canoeing, or mountain biking.

- Meal Inclusions: **Breakfast at Samesun Banff**
- Moose Accommodation: **Samesun Banff**

Day 7: Banff to Kelowna

We leave the Rockies today, but not before stopping at the towering Takakkaw Falls (seasonal), the pristine Emerald Lake and the Natural Bridge. We'll also stop for a photo at the stunning Kalamalka Lake viewpoint after reaching the Okanagan Valley. This area is known for sandy beaches on crystal clear lakes, and lots of fun in the sun. Relax at the lake, or rock out in Kelowna tonight - it's a university city with plenty of bars and nightclubs!

- Meal Inclusions: **Breakfast at Samesun Banff**
- Moose Accommodation: **Samesun Kelowna**

Day 8: Kelowna to Vancouver

Today we cross the beautiful Okanagan Lake and climb over high mountain passes as we make our way to the west coast. We'll explore the Othello Tunnels, before entering the Fraser Valley, and making a stop for lunch in the town of Hope. Then it's onto Vancouver and time to say goodbye to your new friends.

- Meal Inclusions: **Breakfast at Samesun Kelowna**
- Moose Accommodation: **None**. You will need to make your own reservations for tonight.

Joining Your Trip

Vancouver

We pick up from the following hostel locations in Vancouver on Day 1 of this tour:

Hostel Name	Pick Up Time	Hostel Address
HI Vancouver - Jericho Beach	7:30am	1515 Discovery St, Vancouver
HI Vancouver - Downtown	7:50am	1114 Burnaby St, Vancouver
Cambie Hostel on Seymour	8:00am	515 Seymour St, Vancouver
HI Vancouver - Central	8:10am	1025 Granville St, Vancouver
Samesun Vancouver	8:10am	1020 Granville St, Vancouver

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.

Send us an email (include your Moose Confirmation Number): info@moosebus.travel

Finishing Your Trip

Vancouver

On the final day of the tour, we drop off at all of the hostel locations in Vancouver 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 in Vancouver before 5pm.

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: Banff	HI Banff Alpine Centre	801 Hidden Ridge Way, Banff	+1 403 762 4123
Day 3: Rampart Creek	HI Rampart Creek ^{1,2}	Highway 93 N, Banff National Park	+1 778 328 2220
Day 4: Jasper	HI Jasper	708 Sleepy Hollow Rd, Jasper	+1 778 328 2220
Days 5 & 6: Banff	Samesun Banff	433 Banff Ave, Banff	+1 403 762 4499
Day 7: Kelowna	Samesun Kelowna	245 Harvey Ave, Kelowna	+1 250 763 9814
Day 8: Vancouver	none ³		

Notes:

1. Rampart Creek is a rustic, wilderness hostel with no running water, and solar & propane generated power. It features a cozy fireplace, outdoor fire pit, and a wood-burning sauna! Please note there are no alternative accommodation options nearby, but we think you're going to love this truly Canadian experience!
2. Moose groups will stay at HI Athabasca Falls (also a rustic, wilderness hostel), instead of HI Rampart Creek, on the following dates: 16-May-2020, 23-May-2020
3. 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 & 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: Vancouver	See Joining Your Trip section above	
Day 2: Kelowna	Samesun Kelowna	8:00am
Day 3: Banff	HI Banff Alpine Centre	8:00am
Day 4: Rampart Creek	HI Rampart Creek	9:00am

Day 5: Jasper	HI Jasper	8:30am
Day 6: Banff	N/A - Free Day	
Day 7: Banff	Samesun Banff	8:15am
Day 8: Kelowna	Samesun Kelowna	8:00am

Meals

Your included meals are listed in the **What's Included** section above. Included 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.

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!) As such, 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! Or 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.

Send us an email (include your Moose Confirmation Number): info@moosebus.travel

Transportation

Our buses are safe and comfortable mini-coaches, seating anywhere from 11 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. But 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.

NOTE: the prices and activities listed below are from 2019 and are subject to change once 2020 prices are released by our activity partners.

ACTIVITY	APPROX. COST (CAD)	LOCATION
Hiking/swimming	Free	Various locations
Wildlife spotting	Free	Various locations
Stand Up Paddleboarding	Included	Penticton (en route to Kelowna)
Lake kayaking (2 hrs)	\$60	Revelstoke (en route to Banff)
Ice Explorer Glacier Tour (limited availability)	\$75	Columbia Icefield (en route to Banff)
White water rafting (4 hrs, includes BBQ lunch)	\$135	Banff
Horseback riding (from 1 - 3 hrs)	from \$61	Banff
Banff Gondola	from \$64	Banff
Banff Upper Hot Springs pool	\$8	Banff
Bike rentals	from \$28	Banff
Helicopter flight - Rockies (from 12 - 30 min)	from \$143	Banff
Big Canoe tour (1.5 hrs)	\$46	Banff
Via Ferrata (from 2.5 - 6 hrs)	from \$161	Banff

Finances

Currency

The currency in Canada is the Canadian Dollar (CAD \$). For a currency conversion tool, we recommend 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 \$3-\$5 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, or you are travelling in the spring/autumn when conditions may be wet/snowy/muddy!
- 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 & towel
- 1 rain/windproof jacket
- Hat for sun & rain protection
- Beanie (called a toque in Canada) & 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:

- 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, and we will not cover any shipping or storage costs incurred by the traveller as a result. 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.

Passports & 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 speak with your travel agent to learn about your travel insurance options.**

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 & 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 & 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?

Send us an email (include your Moose Confirmation Number): info@moosebus.travel

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

Contact Details

Moose Vancouver Office

Our office is located at 1018 Granville Street, Vancouver (inside the Samesun Backpacker Lodge). Office hours are 8am to 4pm (Vancouver time), Monday through Sunday, during our main summer operating season from May through September. We are closed on Saturdays and Sundays from October through April.

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**

Telephone hours are 8am to 4pm (Vancouver time), Monday through Friday, year round. During our main summer operating season from May through September, phones are also open from 8am to 4pm (Vancouver time) on Saturdays and Sundays.

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 Bus emergency phone number:

+1 604 364 3035. 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
- you need to advise a Moose traveller of a serious incident back home (Note: we're very sorry to hear this, but this phone line is only for emergencies occurring on our tour)

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!**