



UNFORGETTABLE

# NORTH AMERICA

TOUR HINTS

2016





Discover Canada's postcard perfect scenery, such as Moraine Lake

# Welcome to North America

Dear Traveller,

Welcome to your APT tour through North America. This Tour Hints booklet has been specially prepared to answer many of the questions you may have regarding your holiday, and to assist you with your travel preparations before you leave home.

On tour, your APT Tour Director will share with you their vast array of knowledge as they guide you through the treasures of their country, revealing its secrets and rich history. With a group of like-minded and adventurous travellers, you'll soak up the sights and sounds for an experience like no other.

We wish you an unforgettable holiday in North America and know that you will return home with wonderful memories of this unique and breathtaking destination.

Warm regards,

Geoff McGeary OAM  
APT Company Owner

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Walk through the wilderness surrounding Lake Louise

# Preparing For Your Tour

## Passport & Visas

A valid passport is required with a minimum of six months validity from your date of return home. Always carry your passport and travel documents in your hand luggage. Keep photocopies in a separate bag and leave a copy at home with family or friends in case of an emergency.

All Australian, New Zealand and UK citizens travelling to Canada after 15 March 2016 are required to register on the Electronic Travel Authorization (eTA) to determine eligibility to enter Canada. There is a fee of CAD\$7\* payable in conjunction with the eTA registration (\*subject to change). The eTA will be available on-line from 1 August 2015. Visit [www.cic.gc.ca/english/visit/eta-start.asp](http://www.cic.gc.ca/english/visit/eta-start.asp). Please PRINT a copy of the document for your records as you may be required to present a copy to airline staff upon check-in.

For USA please go to [www.esta.cbp.dhs.gov/esta/](http://www.esta.cbp.dhs.gov/esta/) to read about the conditions of application and to register online. It's recommended that passengers register well in advance of their holiday and no less than 72 hours prior to travel. ESTA will provide an almost immediate determination of eligibility for travel under the VWP. If you do not have access to the internet, a third party, such as a relative or travel agent, may submit an ESTA application on your behalf. The traveller is still responsible under the law for the answers submitted on his or her behalf. There is a processing fee of US\$14\* payable in conjunction with the ESTA registration (\*subject to change).

For all other nationalities, please contact your local consulate.

## Travel Insurance

For your protection, we strongly recommend that you purchase comprehensive travel insurance that covers trip cancellation for medical reasons, trip delay, medical expenses, accidental death, lost luggage, medical evacuation and airline cancellation charges under a variety of circumstances.



Enjoy a superb meal while overlooking Niagara Falls

Medical treatment can be very expensive and some hospitals in North America may not treat people who have no proof of insurance. Be sure to pack your policy in case you need to make a claim while on tour. Confirm that your insurance covers you for the whole time you'll be away and check what circumstances and activities are not included in your policy. Ensure all pre-existing medical issues are declared to the insurer so that non-covered conditions are ascertained in advance. Have the details recorded and accessible at all times during travel. We recommend your travel insurance includes coverage of events such as itinerary disruption as we will not be liable for any direct or indirect costs that you incur as a result of such an event or other factors beyond our control.

## General Physical Fitness

APT's cruises and tours are not physically demanding, however because of the nature of many of the sites you will be visiting, some tours will require a good level of fitness and health to participate. Some trips may not be appropriate for guests with certain medical conditions and physical restrictions. It is recommended that you visit a travel doctor in preparation for your trip. Walking tours are often on uneven ground and may include stairs as well as steep inclines. You should be able to stand on your feet for an extended period of time to visit museums, attractions and other sites, as well as when checking in for flights and cruises and at Customs and Immigration. You should also ensure your walking shoes fit well and have been broken-in prior to departure.

## Allergies

If you have a food allergy or other condition, which needs to be managed on tour, please advise your booking agent as soon as possible, and your Tour Director upon arrival, as most suppliers require advance notice to cater for your condition. In some cases you might be asked to fill out a form or waiver.



The USA's West Coast boasts stunning displays of nature

# Preparing For Your Tour

## Emergency Contact Information

With your final documentation, we will provide you with some important phone numbers and other information. Our local representatives are also available to assist with any needs that may arise while you are on tour. If for any reason you require assistance, please contact one of our representatives in our Vancouver Office on: 1 866 576 0150 (toll free in North America) or from anywhere else in the world 1 604 683 0150.

## Luggage

Each passenger is entitled to take one piece of luggage that does not exceed 160cm<sup>2</sup> (63 inches<sup>2</sup>) and 20kg (44 pounds). The tour price includes portage for one piece of luggage; additional bags will be subject to approximately CAD\$8 per bag, per hotel. You will receive an APT travel bag with your documentation, which we recommend you use. It is also a good idea to put a label with your name, address and telephone number on your suitcase and hand luggage. Limit hand luggage to one bag that fits under your aircraft seat or in the overhead compartment. If your holiday includes a rail journey on VIA rail, you will be required to pack down to an overnight bag. Guests travelling on Rocky Mountaineer are restricted to hand luggage on board. Luggage will be delivered to the hotel in Kamloops and will be available on your arrival.

Sometimes luggage is delayed during air transit. It is recommended to take a change of clothing and any essential toiletries or medication in your hand luggage, or pack some clothing in your travel companion's bag. Place a copy of the hotel contacts and ship details inside your hand luggage. Should your luggage be delayed, it is the responsibility of the airline to deliver it to you. Claims for reimbursement should be submitted directly to the airline. Should you need assistance in contacting the airlines for information, please ask your Cruise/Tour Director for assistance.



Relax and enjoy the tranquillity during your holiday

## What To Pack

Dress code while on tour is casual and for daytime we recommend that you pack a variety of light to medium-weight clothing, plus rainwear in case of cooler or wet weather. Layers are a good option to cover a range of temperatures and to suit changing conditions. Comfortable footwear is a must.

### **We believe the below list will be useful when packing:**

- Breathable wind/waterproof gear (jacket)
- Fleece jacket/vest or warm jumper
- Warm jacket and hat
- Hat with brim
- Walking trousers/shorts
- T-shirts
- Non-cotton base layers of varying weight
- Clothing and shoes for downtime and restaurants
- Underwear and socks
- Bring some smart casual outfits for evenings
- An evening dress or jacket is suggested at some hotels and for formal nights on Alaska & New England cruises

## Other Necessities To Pack

- Passport
- Wallet (cash, credit cards, bank cards), money belt
- Airline tickets/e-ticket confirmation details
- APT travel bag (to hold extra layers, water, rain gear, snacks etc.)
- One 1 litre zip-top clear plastic bag to carry all liquids, gels and aerosols in carry-on luggage
- Your usual medication, prescription glasses, aids etc
- Sunscreen and lip balm
- Sunglasses
- Toiletries, etc



APT's friendly staff are there to help you every step of the way

## Preparing For Your Tour

### **Recommended optional items include:**

- Insect repellent
- Small umbrella
- Camera/memory card and charger
- USB stick for sharing photos and images
- Plug adapter and current converter for all electronics
- Travel alarm clock
- Binoculars
- List of important addresses and contact numbers
- Photocopy of front page of passport (kept separate from passport)
- Reading material
- Although you will be provided with the basic toiletry items (conditioning shampoo, soap, lotion) in your hotel rooms and your stateroom or suite onboard your cruise ship, you may want to bring your own brands or additional items to suit your personal needs.

It may be helpful to do a little research on the locations that you will be visiting. Familiarise yourself with the area, cities, the language spoken and transport information. Refer to your itinerary when researching and try to prepare yourself for anything that may eventuate. The more you know about your destination, the more you'll appreciate all that you see when you arrive.

During your travels, you'll encounter new customs and lifestyles. Appreciate and enjoy the differences as this process of discovery is one of the many benefits of travelling. Despite language barriers, a smile is universal. Friendliness and tolerance towards others, including your fellow travellers, Tour Director and crew, is essential for everyone's enjoyment of the tour.



Take in views of incredible scenery during your cruise

## Valuables & Security

Do not take anything with you that will create emotional or financial hardship if lost or stolen. Carry all documents, money, passport, tickets etc. with you. Do not carry these important items in your suitcase. You may find a money belt (worn inside clothing) useful while travelling. Never leave hand luggage unattended in hotel lobbies or dining rooms. Avoid exploration on your own of unfamiliar streets or areas. When sightseeing, lock valuables in the safe in your room or stateroom.

## Currency & Spending Money

We advise that you carry minimal cash with you to Canada and the USA. We suggest you use your ATM debit card to withdraw cash.

Before departing, please check with your local bank regarding your daily/weekly limits and bank charges, and ensure your debit card can be used overseas. Credit cards are also widely used in North America.

Please note if you're joining a cruise you will need a credit card for a security deposit. Cruise lines cannot accept debit cards, cash passport cards or travellers' cheques. Before you depart, ensure your credit cards are valid for at least 30 days after your proposed date of return and that they are activated.

You can obtain local currency at ATMs where available, but we advise you to always carry \$50-\$100 of emergency cash. This should be enough to get you into town to withdraw more money. Remember to carry cash to cover restaurant bills and other services. Note that hotel receptions and after hours money exchanges carry high commissions and some stores do have a minimum spend amount. Also note that most hotels require a credit card rather than cash card for a deposit upon check in. Banks in North America are generally open from 10am to 5pm, Monday to Friday, although some might have extended hours to include weekends.



Sophisticated Montréal is a haven of culture

## Preparing For Your Tour

### Tipping

In North America, it is customary to tip for a variety of services including taxi drivers, doormen, hairdressers and particularly in restaurants and bars. Your Tour Director can assist with advice on when and how much to tip. Tipping is a way of life in North America. Wait staff and bartenders make minimal salaries and depend on tips for a large part of their earnings (minimum wages in North America are about half to one third of what they would be in Australia). As a guide, a restaurant waiter should be left (on the table as you leave) approximately 15% of the total bill, if the service and food was good. In bars, you should give the bartender approximately \$1 per drink, although you may want to be a bit more generous for the first round, thus ensuring good service throughout the evening. For included meals on tour, APT eliminates the confusion often caused by how much to tip by including the tipping of hotel and restaurant staff, as well as of local guides, in your tour price. This does not include any additional meals or activities you may choose to do while on tour. Gratuities for your APT Tour Director, APT Coach Driver, Rocky Mountaineer attendants, as well as Holland America Line, Princess Cruises and American Cruise Lines staff are also included in your tour price.

### Electrical Appliances

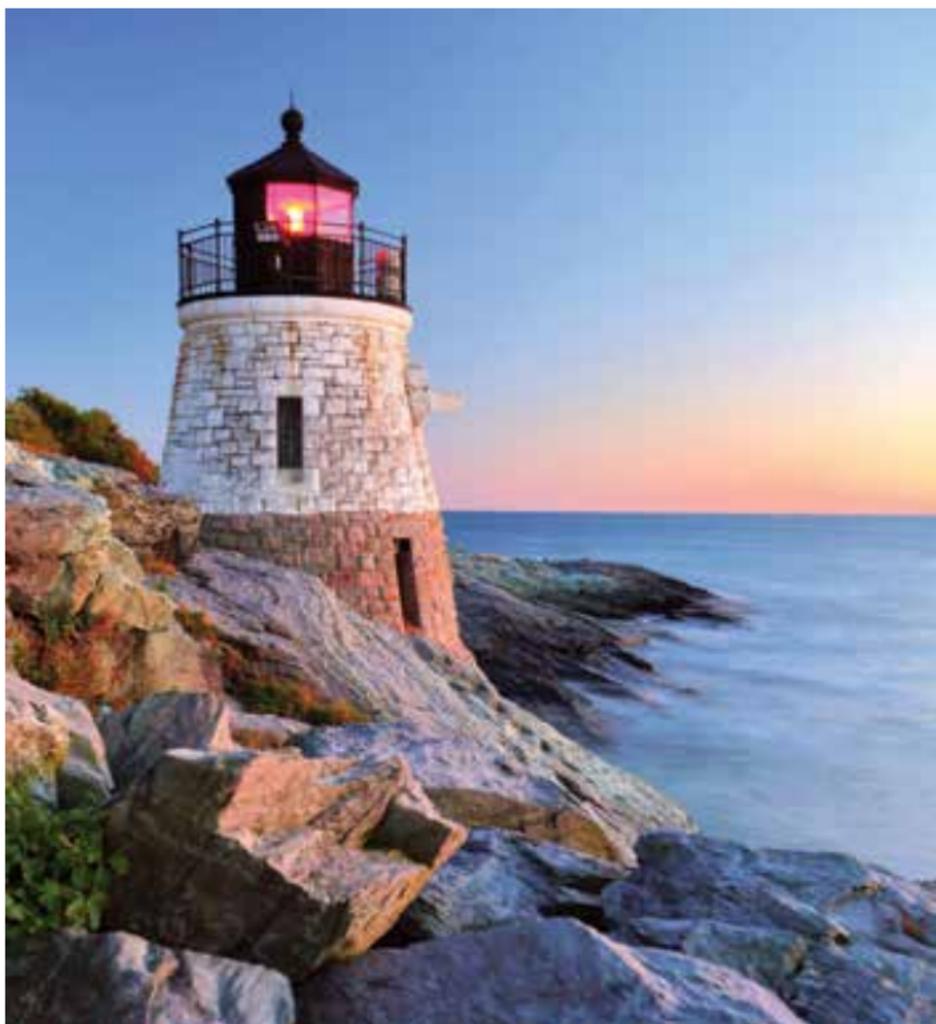
In North America, the voltage is 110-120 volts, 60 cycles AC. If you want to bring a hairdryer or shaver from home, make sure it is dual voltage (it should have a switch which you can move from 110/220 volts). If it is not, you will need a voltage adaptor. You will also need a plug adaptor, with two parallel flat prongs to fit North American sockets.



Experience Eastern Canada's European heritage

## Internet Access

Enjoy free Wi-Fi internet on board your coach and in select hotels including Fairmont Hotels & Resorts. On your Holland America Line or Princess Cruises ship, and on American Cruise Lines ships, internet is available via satellite link, satellite conditions permitting. There is a charge for this service. Wi-Fi is not available on coaches or in all hotels in the USA.



Take in the seaside landscapes of New England



View the majestic wildlife of North America

## Staying Healthy On Holiday

It's important for you to be as healthy as possible before you travel, and to maintain your health by applying good hygiene practices whilst on tour. Respiratory and gastrointestinal illnesses, whilst usually minor in nature, can spread rapidly within a tour group, and have a major impact on everyone's enjoyment.

APT is committed to reducing the spread of infections on all tours and cruises, and asks that you read and follow our recommendations, to ensure a healthy, safe and enjoyable holiday for yourself and your fellow travellers.

### Before You Go

#### Get Walking

As your tour or cruise will involve some sightseeing by foot, and you will be required to embark/disembark ships and/or other forms of transport, you will enjoy it more if you start exercising ahead of time.

In the lead up to your trip we recommend you start walking three times a week (including some steps) building up to an hour at a time. This will ensure you have the stamina and energy to see and appreciate all the sights your tour or cruise has to offer. You should ensure your walking shoes fit properly and have been broken in prior to departure.

#### See Your GP

Your GP or travel clinic is the best source of information about preventative measures including vaccinations. We recommend you consult your GP or local travel clinic for detailed advice to ensure maximum pre-travel preparation. Please take a copy of your travel itinerary with you to assist with the recommendations of appropriate medication and vaccinations.



Get the most out of your holiday by making sure you're in good health

If you have health problems, ask your doctor to prepare your medical history for a foreign doctor. It should include your name, address, emergency contact, blood type, medical history, current medications and dosages, drug allergies, reasons for prior hospitalisation and a list of vaccinations and dates.

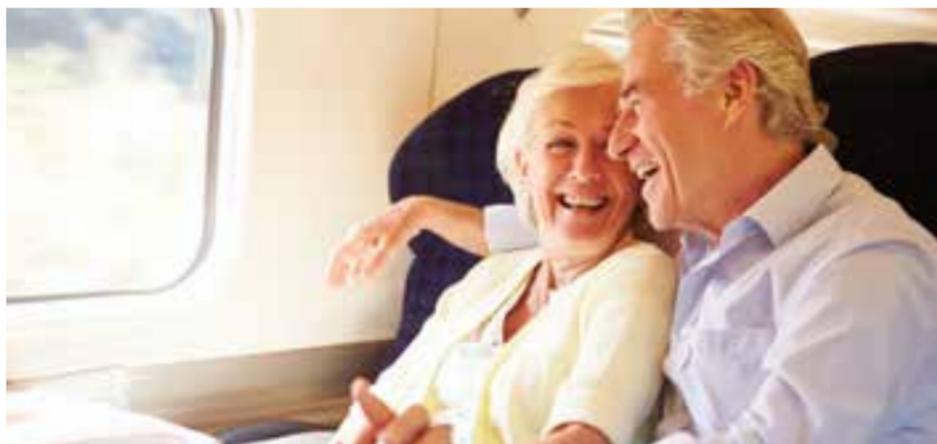
A copy of your prescriptions is vital in case of any health problems. Prepare a list of your medications, including the name, dosage, prescribing doctor and their phone number. Pack sufficient medication for the duration of your tour. Your medication should be kept close at hand in your purse or carry on bag. It is always good to carry a list of your medications in case they are lost and remember to leave everything in its original container so it can be easily identified. It is also a good idea to bring a copy of your prescription for glasses or contacts.

### **Pack a Medical Kit**

A small medical kit is recommended for all travellers. Pharmacies in large cities will likely stock most basic medicines and supplies but they may be difficult to access and a script may be required for some medications.

Your medical kit should include:

- A general purpose antibiotic to cover respiratory, skin and gastrointestinal infections (e.g. azithromycin).
- Your favourite cold and flu medication e.g. cold and flu tablets, throat lozenges and a nasal decongestant.
- Your preferred painkiller e.g. paracetamol, ibuprofen.
- Medicine for gastrointestinal upsets e.g. antacids, 'stoppers' for diarrhoea and a laxative for constipation.
- Other supplies including bandaids, blister pads, thermometer, scissors, tweezers, eye drops for dry eyes.



Staying comfortable in the air will help you feel your best upon arrival

## Staying Healthy On Holiday

### In the Air

- Wear loose clothing and comfortable shoes during your flight.
- Eat light meals, drink plenty of water, and minimise caffeine and alcohol consumption.
- Alleviate pressure in your ears by chewing gum, yawning, swallowing, or gently blowing your nose.
- Avoid wearing contact lenses during your flight because aircraft cabin air tends to dry them out.
- To avoid swollen legs and to reduce the risk of deep vein thrombosis, wear knee length flight socks for all long haul flights, and walk up and down the aisle to stretch your legs and get blood circulating. You could also do a few isometric exercises while seated (refer to your inflight magazine for recommended exercise).
- If you arrive in the morning, try to sleep during your flight so you can stay awake until the evening. This will help you adapt to the new time zone and to avoid jetlag.

### On Tour

#### Don't Go Viral!

Practicing good hygiene is vitally important in stopping the spread of common viral infections such as colds, flu or gastro, which can spread quickly in an enclosed area such as coach, train, aircraft or cruise ship.

#### Practice Good Hygiene:

- Washing your hands is the most effective way to reduce the risk of contracting and spreading infections.
- Health experts recommend you wash your hands often with hot water and soap for 20 seconds or longer before eating, after sneezing or coughing, and after touching high contact surfaces (such as door knobs, elevator buttons and railings).



Traverse the stunning Rocky Mountains aboard the famous Rocky Mountaineer

- Please be mindful of your fellow travellers with respect to coughing, sneezing and the disposal of used tissues.
- Hand sanitiser dispensers are located in various public areas on board all our ships and on most of our coaches. Please make sure you make use of these when reboarding and before all meals.

### Colds & Flu

Viral respiratory infections are the most common infectious illnesses affecting travellers. Colds and flu are primarily spread by people coughing, so please practice hygiene and respiratory courtesy – wash your hands often, cover your coughs and sneezes, and use anti bacterial wipes/hand sanitiser frequently i.e. after shore excursions, prior to meals and throughout the day.

Influenza is commonly contracted while travelling overseas. The 'Flu Vaccine' protects against flu viruses expected to be prevalent during the current flu season. You should discuss this with your GP.

### Gastro & Traveller's Diarrhoea

Traveller's Diarrhoea is the second most common infectious illness affecting travellers. The illness can be due to a number of different bugs including viruses and bacteria. Viral gastroenteritis is generally spread by person-to-person contact, whereas bacterial gastroenteritis is generally spread from consuming contaminated food or water.



Fairmont Jasper Park Lodge is located amid incredible surrounds

## Staying Healthy On Holiday

Symptoms can include fever, nausea, vomiting, diarrhoea and abdominal pain. The incubation for the illness is variable depending on the cause. Symptoms are generally self-limiting and treatment includes rest, rehydration, simple diet, anti-nausea and anti-diarrhoeal medications. Antibiotics are generally reserved for use when symptoms are more severe or protracted, e.g. fever, abdominal pain, bloody diarrhoea or duration of symptoms for more than two days.

Strict personal hygiene measures, particularly hand washing, helps protect you from getting sick and of course spreading the infection to others.

### APT Health & Safety Protocol

APT has created a Health & Safety Protocol that all our Tour Directors and Cruise Directors are required to adhere to. You may be requested to assist in reducing the spread of viruses if you are showing symptoms while on tour.

If you are showing symptoms of a cold or a virus whilst on tour, you may be asked to wear a face mask, have meals in your room or cabin instead of the dining room, or remain in your cabin until the symptoms improve.

### Altitude Sickness

Acute Mountain Sickness (AMS) is a condition caused by ascending to high altitudes. Symptoms include headache, lack of appetite, nausea, dizziness, fatigue or weakness. We recommend you consult your GP for their opinion as to whether you may require preventative medication.



You'll be spellbound by the vast landscapes of the USA's West Coast

To reduce symptoms of altitude sickness we recommend that you drink plenty of fluids such as water, fruit juices, herbal tea and avoid caffeinated and alcoholic drinks. If you experience any of the above symptoms please inform your Tour Director.

The highest elevations on tours are approximately 2,300 metres in the Canadian Rockies and approximately 1,100 metres in the Eastern capital cities. You may experience shortness of breath, mild fatigue and a slight headache.

## Sun Exposure & Dehydration

The weather will be variable on your tour. Drinking plenty of water is important to prevent dehydration. A hat and high quality sunscreen are important for preventing sunburn, even on overcast days.

## Useful Health-Related Websites

### Australia

- [www.traveldoctor.com.au](http://www.traveldoctor.com.au)
- [www.travelclinic.com.au](http://www.travelclinic.com.au)
- [www.travelvax.com.au](http://www.travelvax.com.au)
- [www.smartraveller.gov.au](http://www.smartraveller.gov.au)
- [www.tga.gov.au/travelling-medicines-and-medical-devices](http://www.tga.gov.au/travelling-medicines-and-medical-devices)

### New Zealand

- [www.holidayhealth.co.nz](http://www.holidayhealth.co.nz)
- [www.traveldoctor.co.nz](http://www.traveldoctor.co.nz)

### United Kingdom

- [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk)
- [www.travelhealthpro.org.uk](http://www.travelhealthpro.org.uk)
- [www.masta-travel-health.com](http://www.masta-travel-health.com)



Marvel at the views as you journey aboard the iconic Rocky Mountaineer

## At the Airport

### Reconfirmation of Flights

We recommend that you contact your airline(s) or travel agent at least 72 hours before your initial flight to confirm your departure details.

### Check-In

It is important that you arrive at the airport at least two hours before domestic and US flights and three hours in advance for international flights. This will allow you time to check in your baggage, present your passport and ticket, get seat assignments, boarding passes and make your way through security procedures to the boarding area.

### Delayed or Missed Flights

If your flight is delayed, or if you miss a connecting flight, please call our APT Vancouver office on 1 866 576 0150 (toll free in North America) or from anywhere else in the world, 1 604 683 0150 with your new flight details as they will make every effort to meet you when you arrive.

If you are not met due to a delayed or missed flight, please make your own way to the tour meeting point. Retain any receipts, in case you need to make a claim with the Airline or Travel Insurance Company.

### Checked Luggage Restrictions & Security

International airlines may impose fees or require you to remove articles if weight or size limits are exceeded. We advise you to contact your airline or travel agent for specific information prior to departure, as size and weight limitations may vary. Test the weight of your packed suitcase. You should be able to lift it and comfortably transport it for short distances.



Ensure you have enough time at the airport to check-in

## Hand/Carry-On Luggage Restrictions

For your comfort, limit hand luggage to one bag that fits under your aircraft seat or in the overhead compartment. You'll receive an APT travel bag with your documentation. On board the plane, ensure you have your passport, airline tickets, medication and all your travel documents in your hand luggage. Please contact your airline or travel agent for specific information prior to departure, as size and weight limitations may vary depending on the airline.

## Luggage Tags

We supply APT luggage tags for you to fill out and attach to your suitcase and hand luggage. It is also a good idea to put a label with your name, address and telephone number on the inside of your suitcase and hand luggage. For security reasons, keep all unchecked luggage in your immediate possession. Unattended luggage can be confiscated by airport personnel.



Meeting the locals is all part of the fun during your holiday

## At the Airport

### Airport & Airline Security

Most countries follow the following guidelines regarding liquid, aerosol and gel restrictions on flights. However, we advise you to check with your airline for clarification of regulations before you leave. Each container of liquids, aerosols or gels in your carry on luggage must be 100ml or less. All must be sealed in a transparent, 1 litre (or less) resealable plastic bag. You may still carry through the screening point prescription medicines and non-prescription medicines that you need for the flight. Proof of need may be required.

At the screening point, you will have to surrender any liquids, aerosols or gels greater than 100ml. This includes duty free items (at many airports, you are able to purchase duty free items after you have passed through the screening point for your international flight). Items allowed include empty containers such as mugs or flasks, cosmetics and toiletries such as sanitary items, talcum powder, contact lenses and lens solution, solid foods, medicines including prescribed medication (e.g. insulin) and essential non-prescribed medication. Items over 100ml not allowed include drinks in cans or bottles; liquid cosmetics and toiletries that are in liquid or gel form, such as perfumes; creams and products in pressurised containers such as hairspray, shaving foam or gel; and aerosol deodorants and liquid-based food products.

### Customs

To prevent the introduction of exotic pests and diseases on your return home, arriving travellers are screened and luggage is often inspected or x-rayed by Customs or Quarantine officers. All food needs to be declared, and any items of plant (including wood) and animal origin.

Travellers should also declare items on which duty or tax might be payable (check with customs about the duty free concession). For more details, visit the customs website listed on page 25.



Experience the majesty of the Grand Canyon



Witness the incredible colours of Denali National Park in Alaska

## Arrival & Departure Information

### Airport Transfers

Transfers must be pre-arranged at the time of booking and flight details need to be provided at least 60 days prior to your departure.

If you are arriving at the airport on the first day of the tour, you will be welcomed by an APT representative and then transferred to your hotel. Airport transfers are included on the first and last day of the tour package at designated times.

Transfers cannot be re-routed to other pick-up points or destinations. If you miss your pre-booked transfer you must make your own way to the hotel at your own expense. Please check your APT personalised itinerary in your travel documents to make sure transfer details are indicated and correspond to your flight information.

If you have independent travel arrangements prior to your APT tour and do not have an APT transfer, the Tourist Information Office at your arrival city will be able to offer further assistance with directions to your hotel. All hotel addresses and contact details are outlined towards the end of your personalised itinerary.

### Hotel Arrival/Departures

**Check-In:** Hotel check-in time is generally around 4pm local time, but where possible, the hotel will try and have your room available earlier. If your flight arrives in the morning, luggage can be dropped off at the hotel before check-in and stored until your room is ready.

**Check-Out:** Check-out times may vary however, they are usually at 11am or noon. If you have a late afternoon or evening flight, most hotels have a luggage room where you can store luggage until your departure, and may charge a fee. A hotel day room may also be arranged with the hotel directly at an additional cost (subject to availability).



Canada's capital city Ottawa, is home to the beautiful Rideau Canal

## General Information

### Special Assistance

Passengers require a good level of fitness and health to participate on our Canada & USA program. APT welcomes passengers with disabilities or special needs provided they are accompanied by a companion capable of providing all necessary assistance.

However, any disability or medical condition must be reported to APT at the time of booking to ensure the tour you have chosen is suitable and meets your needs. If passengers require a wheelchair, they will need to provide their own. Wheelchairs need to be collapsible in order to be stored under the coach. We regret that we cannot provide individual assistance to a tour member for walking, getting on/off coaches and cruise ships and other transportation vehicles, or other personal needs.

### Coach Safety

Passengers must remain seated at all times while the coach is in motion to avoid serious injury. Passengers using the emergency bathroom do so at their own risk. Hand luggage and other personal items should be safely stored in the overhead luggage racks or under your seat to keep the aisles clear. Heavy items, bottles etc. should not be stored overhead. No passengers are permitted to remain on the coach during stops. Do not leave any valuable items on the coach. Please watch the stairs and overhead entrances when ascending into the coach, and check for traffic when exiting the coach. Please follow these safety precautions and take the time to note all emergency exits.



Learn about Canada's First Peoples and their incredible history

## General Information

### Minors

Minors under the age of 18 travelling to foreign countries must be accompanied by an adult and have a notarised letter of consent signed by the parent(s) not travelling with them. Parents, guardians and chaperones are responsible for overseeing the conduct of minors in their care. As such, minors may not be left unsupervised on board the ship, coach or at hotels or attractions. Please contact the APT Reservations Team for more information.

### Traveller feedback

We are sincerely interested in your detailed comments about your experience and holiday. We strive to further improve our tours in response to these comments. On tour, you will receive an APT Traveller Feedback form. Please take a few minutes to complete it and return it to your Tour Director. Your comments are then sent directly to APT in both Canada and Australia. By advising us of your travel preferences and interests, you can help us develop tours and customer programs that meet your needs.

### Seat Rotation

To ensure you have the opportunity to enjoy front and window seats, a daily seat rotation system is employed on our coaches.



Enjoy a First Nations performance at Trefoil Lake

## Triple Accommodation

Many hotels in North America require triple rooms to use existing bedding – this may require three guests to share two beds or a rollaway bed for the third guest. While cruising, triple cabins will consist of either a sofa bed or a roll-away bed for the third guest.

## Meals

Breakfasts are usually buffet with hot and cold options. Lunches are generally not included unless on board a cruise. In North America an entrée is called a starter or an appetiser. The main course is called the entrée. Both alcoholic and non-alcoholic drinks are purchased at your own expense.

## Useful Websites

**Climate:** [www.climate-zone.com](http://www.climate-zone.com)

**Time:** [www.timeanddate.com/worldclock](http://www.timeanddate.com/worldclock)

**Currency Conversion:** [www.xe.com](http://www.xe.com)

- Customs**
- Australia: [www.customs.gov.au](http://www.customs.gov.au)
  - New Zealand: [www.customs.govt.nz](http://www.customs.govt.nz)
  - UK: [www.hmrc.gov.uk/customs/](http://www.hmrc.gov.uk/customs/)

### **International Telephone Calling:**

[www.countrycallingcodes.com](http://www.countrycallingcodes.com)

### **Australian Government Advisory and Consular Service:**

[www.smarttraveller.gov.au](http://www.smarttraveller.gov.au)

### **New Zealand Government Travel Advisory:**

[www.safetravel.govt.nz](http://www.safetravel.govt.nz)

### **UK Government Travel Advisory:**

[www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice)



Witness Mother Nature's splendour as you cruise Alaska's Inside Passage

## Holland America Line & Princess Cruises

### Online Check-In & Express Cruise Documentation

It is essential that you complete your cruise Online Check-in prior to departing for your trip. Once you've completed the Online Check-in and are within 50 days of sailing, your electronic documentation (Express Docs) will be available for you to print. You are only required to print page one which is your signature preferred boarding pass.

#### **To complete your Online Check-in you will need:**

- Full legal name
- Date of Birth
- Passport details
- Home address
- Home telephone number
- Emergency contact details
- Return flight information
- Credit card you wish to use for onboard purchases
- Operational Reference (located in your APT itinerary).

**Holland America Line website:** [www.hollandamerica.com/cruise-vacation-planning/OnlineCheckIn.action](http://www.hollandamerica.com/cruise-vacation-planning/OnlineCheckIn.action)

**Princess Cruises website:**

<https://book.princess.com/cruisepersonalizer/>

### Settling Your Bill Onboard

Cruise lines maintain a 'cashless society' – simply provide your credit card details during the Online Check-in procedure, authorize your purchases, then settle your account with one transaction at the end. Note that personal cheques, travellers' cheques and debit cards are not accepted on board. Upon embarkation, an initial



Sit back and enjoy exceptional service during your cruise

authorization of \$60 USD per person for each day of your cruise will be placed against your card.

A cash option is available and you will be required to leave a deposit at the start of your cruise. This is approximately \$60 USD per person per day. Failure to do so may forfeit your right to board. At the end of your cruise, you will receive a final statement, and your card will be charged only for the actual amount of your purchases. Any applicable refunds will be credited to your onboard account whether purchased prior to or during your cruise. Please have the credit or debit card(s) you registered with you and available for the duration of the cruise.

Please inform your credit or debit card issuer in advance that your card will be used on a Holland America Line or Princess Cruises ship. This will help prevent delays in obtaining the authorization(s) throughout your cruise. Please note some banks may keep the authorization in place for up to 30 days. Please allow for this deduction on your account for up to 30 days and contact your bank if you have any concerns or if the amount is not refunded.

## Appliances

All staterooms are equipped with standard 110 AC and 220 AC outlets. Hairdryers are available in staterooms on all ships. You will need a plug adaptor that has two parallel flat prongs to fit North American sockets.

## Dining

Formal dining is available in the main dining room and a buffet dining option is also available. Specialty restaurants on board are subject to a surcharge, starting from \$10 USD per person. Complimentary room service is available 24 hours a day. If you have any special dietary requirements or other special needs, you may be required to complete a special request form.



Your Alaska cruise experience will be a highlight of your journey

## Holland America Line & Princess Cruises

### Gratuities

Tipping is included in your tour price for dining and stateroom services. Please note that a 15% service charge will be automatically added to your bar charges and dining room wine account.

### Clothing

Shipboard attire is mainly casual during the day. For the evenings, it is recommended that gentlemen bring at least one suit jacket and tie to be prepared for two formal evenings. Each evening, the following day's program will be delivered to your room, announcing that evening's suggested dress. There are elegantly casual, informal and formal evenings. Formal hire is available directly with the cruise line. On formal evenings you can dine casually in the buffet Lido Restaurant.

### Medical Assistance

There is a doctor and nurse on board and a charge for their service applies. You must pay for medical services up front and claim for reimbursement from your Travel Insurance Company on your return home. The crew is authorised to have you disembark for medical reasons and you may not be able to reboard. Please carry appropriate medical insurance with you.

### Shore Excursions

We suggest you book shore excursions online prior to departing (this must be done at least ten days before your cruise departs), as the more popular ones can sell out even before you board. To do this, go to [www.hollandamerica.com](http://www.hollandamerica.com) or [www.princess.com](http://www.princess.com) to book. You will need your credit card and booking reference. Your tickets will be waiting for you in your stateroom when you board.



Cruise the famous Mississippi River aboard a classic paddlewheeler

## American Cruise Lines

### Settling Your Bill Onboard

All onboard 'extras' will be charged to your onboard account and paid for at the end of your cruise. Payment may be made by credit card (Visa, Mastercard or American Express), cash or travellers cheque. If you choose to pay by credit card, please contact the hotel manager onboard at least one day before the end of your cruise.

### Appliances

Electrical current is 110 volts on all American Cruise Line ships. If bringing shavers from home, make sure that the appliance is dual voltage (it should have a switch for 110/220 volts). If it does not, then you will need to purchase a voltage adaptor. You will also need a plug adaptor that has two parallel flat prongs to fit North American sockets. Hair dryers are available in staterooms.

### Dining

American Cruise Lines offers open seating at every meal in the Dining Salon on the Main Deck. Breakfast is prepared to order at your leisure between 7.30am and 9am. Lunch is served at 12.30pm. The dinner service begins at 6.30pm and you are welcome to join anytime before 7.30pm. Complimentary beer and wine is offered during lunch and dinner and a complimentary cocktail hour with full bar is hosted each evening before dinner at 5.30pm.

### Gratuities

All gratuities for cruise staff, local guides and drivers are included in your tour price.



Discover the grandeur of Mississippi's Oak Alley

## American Cruise Lines

### **Clothing**

Casual resort attire is recommended both on the ship and ashore. For dinner the dress is smart casual – suggestions include sports shirt and trousers for men, with a sports coat or jumper if desired, and for women either a dress, or a top with skirt or dress pants.

### **Medical Assistance**

There is no doctor on board however all managers onboard are trained in CPR and first aid.

### **Special Diets and Medications**

American Cruise Lines will cater to any special dietary needs. Guests should advise APT (or your booking agent) of any such requests at the time of booking. Refrigeration is available to store insulin or other medications requiring protection.



See the Gothic Revival architecture of Ottawa's Parliament buildings

## Canada At A Glance

Canadians are too polite to say so, but their homeland has got the goods: a trio of cultured cities: Montréal, Toronto and Vancouver; an epic amount of terrain to play on outside the urban areas; and a welcoming progressive vibe throughout.

**Currency:** CAD

**Population:** 35 million

**Area:** 9,984,670 km<sup>2</sup>

**Time zone:** GMT -3.5 to -8

**Capital:** Ottawa

**International Dialling Code:** +1

### Language

English and French are Canada's two official languages. English is spoken in most areas although in the Province of Québec, people might address you in French first and expect you to know a couple of French words, which your Tour Director will happily teach you! Although French spoken in Québec is slightly different than in France (with its own sayings and a range of accents), if you speak standard French, Québécois will easily understand you.

### Currency

The basic unit of currency in Canada is the Canadian Dollar. Paper currency comes in denominations of \$5 (blue), \$10 (purple), \$20 (green) and \$50 (red). The brown \$100 bill and larger bills are less common and can be difficult to change. Canadian coins come in denominations of 5 cents (nickel), 10 cents (dime) and 25 cents (quarter). Canada has \$1 and \$2 coins.



With numerous must-see attractions, Vancouver is a major highlight

## Canada At A Glance

### Sales Tax

Canada has a 5% GST (Goods and Services Tax) as well as Local and Provincial taxes that change depending on which area you are visiting.

### Time Zone

Daylight Savings Time is in effect from the second Sunday in March, when the clocks in most of Canada and USA are advanced by one hour, until the first Sunday in November. Canada encompasses six of the world's 24 time zones. Pacific Time is the westernmost time zone and is eight hours behind Greenwich Mean Time. The easternmost time zone is Newfoundland Time. Newfoundlanders, being the quirky souls that they are, have set their time to an unconventional four and a half hours ahead of Pacific Time.

### Weather

	May	July	September	December
Approx. temp.	Min/Max °C	Min/Max °C	Min/Max °C	Min/Max °C
Vancouver	8 – 17	13 – 22	10 – 18	1-7
Banff	1 – 14	7 – 22	4 – 17	-14 – -4
Jasper	2 – 15	8 – 22	3 – 16	-14 – -6
Toronto	2 – 11	13 – 24	13 – 22	-3 – -3
Québec City	6 – 17	14 – 25	8 – 18	-13 – -5

Canada has four distinct seasons: spring, which runs from mid-March to mid-May, summer from June to mid-September, autumn from mid-September to mid-November and winter from mid-November to mid-March. Note that in mountainous regions like the Rockies it is common to still have snow on the ground in June and/or lakes to be frozen.



Witness the chuckwagon races at the Calgary Stampede

## British Columbia

Visitors to British Columbia (BC) are never short of superlatives. It's hard not to be moved by towering mountain ranges, wildlife-packed forests and uncountable kilometers of pristine coastline that slow your heartbeat like a spa treatment. But Canada's westernmost province is much more than a nature-hugging diorama.

**Population:** 4.4 million

**Area:** 944,735 km<sup>2</sup>

**Time Zone:** GMT -8 and -7

**Capital:** Victoria

**Home to:** 2010 Winter Olympics and Paralympics Winter Games

## Alberta

So what's the big deal with Alberta? Well, even the most jaded cynic would be sure to find something that tickles their fancy in Canada's second province from the left. As much as its provincial neighbours tend to downplay it – and although Albertans yell it from the rooftops – this place is awesome.

**Population:** 3.6 million

**Area:** 661,850 km<sup>2</sup>

**Time Zone:** GMT -7

**Capital:** Edmonton

**Home to:** Calgary Stampede, 1988 Winter Olympics



Discover the Gold Rush history of Dawson City, in Canada's Yukon

## Canada At A Glance

### Yukon Territory

The name Yukon is evocative as well as descriptive: adventure; the far north; wilderness; moose. How can you even hear 'Yukon' and not feel a stirring within? And there is a good reason for this.

**Population:** 33,900

**Area:** 482,443 km<sup>2</sup>

**Time Zone:** GMT -8

**Capital:** Whitehorse

**Home to:** White Fang, star of the Jack London novel (1906);  
68,000 moose

### Manitoba

Manitoba is home to fascinating places with funny names, and is full of the things that make Canada great, mixed with lesser-known 'only here' secrets.

**Population:** 1.2 million

**Area:** 552,369 km<sup>2</sup>

**Time Zone:** GMT -6

**Home to:** Polar bears, Randy Bachman

### Ontario

In all of Canada, when it comes to culture, cuisine and sophistication, Ontario wins hands down. Sure, there are just as many empty, cold acres here as anywhere else, but when you're in Ontario you can't help but feel a palpable connection with the rest of the planet.

**Population:** 12.8 million

**Area:** 1,076,395 km<sup>2</sup>

**Time Zone:** GMT -5

**Capital:** Toronto

**Home to:** Bryan Adams, Neil Young, Alanis Morissette



Tour the beautiful surrounds of Mont Tremblant

## Québec

Québec is truly the dutiful daughter of its European motherland: a pristine green land of pasture and towering forest, sprinkled with bronze church spires and picture-perfect sidewalk cafes. But she is also the vivacious rebel with French chic, a liberal attitude, sinfully delicious cuisine and beautiful people.

**Population:** 7.9 million

**Area:** 1,540,687 km<sup>2</sup>

**Time Zone:** GMT -5

**Capital:** Québec City

**Home to:** Leonard Cohen, Rufus Wainwright, Celine Dion, Jacques Villeneuve

## Atlantic Provinces

Canada's Atlantic Provinces were one of the first footholds of Europeans in North America. From Cape Breton Island's vertiginous coastal cliffs to Prince Edward Island's sienna beach flats topped by red and white lighthouses, these seaboard provinces provide a distinctive Canadian experience.

**Population:** 921,700 (Nova Scotia); 140,200 (Prince Edward Islands)

**Area:** 55,491 km<sup>2</sup> (NS); 5700 km<sup>2</sup> (PEI)

**Time Zone:** GMT -4

**Capital:** Halifax (NS), Charlottetown (PEI)

**Home to:** Anne of Green Gables, star of the Lucy Maud Montgomery novel (1908); an abundance of seafood



New York City's Brooklyn Bridge is instantly recognisable

## USA At A Glance

The playwright Arthur Miller once said that the essence of America was its promise. For newly arrived immigrants and jetlagged travelers alike, that promise of America can take on near-mythic proportions.

**Currency:** USD

**Population:** 316 million

**Area:** 9,826,675 km<sup>2</sup>

**Time Zone:** GMT -10 to -5

**Capital:** Washington, DC

**International Dialling Code:** +1

### Currency

The basic unit of currency in the United States is the US Dollar. In paper form it is available in \$1, \$2 (rare), \$5, \$10, \$20, \$50 and \$100. They are all the same size and colour and can be easily confused. Coins are available in 1 cent (penny), 5 cents (nickel), 10 cents (dime), 25 cents (quarter) and the rare 50 cents (half dollar) coin.

### Sales Tax

No national GST exists in the USA, however, the federal government levies several national selective sales taxes on the sale of particular goods and services. 45 states collect a state-wide sales tax and 38 states also collect a local sales tax. In some states (Delaware, Montana, New Hampshire, Oregon) there is neither state nor local tax; Alaska has no state tax and other states have a combined state and local tax that varies by state from 2.2% (Delaware) to 9.45% (Tennessee).

### Time Zone

The Continental United States uses eight standard time zones. Pacific Time is the westernmost time zone and is eight hours behind Greenwich Mean Time. During the Alaskan summer, it may seem as if there is no night. On average there are around 18 daylight hours in Anchorage and 20 daylight hours in Fairbanks.



Visit Alaska's Juneau, located at the base of mountains on the Gastineau Channel

## Weather

	May	July	September
Approx. temp.	Min/Max °C	Min/Max °C	Min/Max °C
Los Angeles	15 – 24	18 – 29	18 – 28
San Francisco	11 – 20	13 – 22	13 – 23
New York	12 – 22	20 – 29	16 – 24
Boston	10 – 19	18 – 28	14 – 22
New Orleans	18 – 29	22 – 33	20 – 30
Anchorage	4 – 13	12 – 18	6 – 13
Fairbanks	2 – 16	11 – 22	1 – 12
Juneau	5 – 14	10 – 18	7 – 13

## Alaska

Originally part of the Russian empire, Alaska was sold to America in the 1860s for the sum of \$7.2 million. Nowhere else in the USA is there such an undeveloped, unpopulated and untrampled place. There are mountains, glaciers and rivers in other parts of North America, but few are on the same scale as those in Alaska. Abundant wildlife and pristine wilderness are preserved in this magnificent frontierland.

**Population:** 735,100

**Area:** 1,717,854 km<sup>2</sup>

**Capital:** Juneau

**Home to:** Sarah Palin, Jewel



Soak up the beauty of the USA's East Coast cities, like Boston

## USA At A Glance

### East Coast USA

From huge cities to deserted beaches, politics to historic parks, the East Coast has it all, including a mind-blowing array of famous and fabulous sights. Cities and states that are well known, even if you have never travelled to the region before, instantly conjure up images that come to life before you. No matter how high your expectations, you won't be disappointed.

**Time Zone:** GMT -5

**Famous for:** Frank Sinatra, Broadway, politics, Walt Disney World

**Biggest City by Population:** New York City (NY; 8.4 million)

### West Coast USA

Stretching from the sunny shores of San Diego north past the bluffs of central California to the rocky, mood-filled beaches of Oregon and Washington; from the bright lights of Los Angeles and Las Vegas to the Grand Canyon and Bryce Canyon National Parks, there is much to love and admire about the West Coast.

**Time Zone:** Pacific Time; GMT -8 and Mountain Time; GMT-7

**Famous for:** Hollywood, gambling, Silicon Valley, rock climbing, Disneyland, Grand Canyon

**Biggest City by Population:** Los Angeles (LA; 3.9 million)



Take in the incredible cityscape of San Francisco

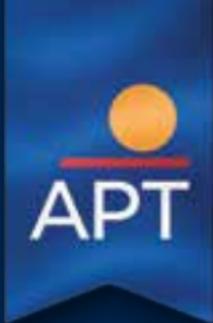
## Deep South

More than any part of the country, the American South has an identity all its own – a lyrical dialect, a complicated political history and a pride in a shared culture that cuts across state lines.

**Time Zone:** GMT -5 and -6

**Famous for:** barbeque and soul food; religious fervor; sports fans; country, gospel, blues and jazz music.

**Biggest City by Population:** Atlanta (GA; 5.5 million people metro area)



## **APT Travel Centres**

APT Head Office

Level 4, 1230 Nepean Highway  
Cheltenham, VIC 3192.

Enquiries and Reservations Phone: 1300 278 278

**Australian Pacific Touring Pty Ltd**

(ABN 44 004 684 619. ATAS accreditation #A10825)

International Offices (when phoning from within the country)

APT International Tours Limited NZ

Phone: 0800 278 687

Suite 5 Level 1, 20 Augustus Terrace, Parnell, Auckland 1151

North America Phone: 1800 290 8687

UK Office

1st Floor, Chalfont Court

5 Hill Avenue

Amersham Buckinghamshire

HP6 5BD

United Kingdom

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Freephone: 0800 012 6686

Outside UK: +44 1494 738 667

[www.aptouring.co.uk](http://www.aptouring.co.uk)

**Visit our website: [www.aptouring.com](http://www.aptouring.com)**

This booklet is designed as a guideline to assist you when preparing for your tour. Much of the information within is subject to change and while all care has been taken to ensure all information is correct at time of printing, we cannot take responsibility for any subsequent changes. Publication No. H4811. Printed in Australia. Effective February 2016.