

## **Welcome to the Great Land!**

You are about to take what many people consider to be the trip of a lifetime. We are delighted that you have chosen Gray Line of Alaska for this special journey.

We anticipate that you may have questions and special concerns about your vacation. To help make the most of your adventure, we have prepared this booklet for your use before and during your trip.

Please review this information carefully before you leave home.

## **About Your Tour of Alaska**

You have purchased an independent tour which is not escorted, with the exception of the Escorted Alaska Explorer. Our tours are composed of components that can be added together to provide a truly customized package. You will not necessarily be traveling with the same group of people, or on the same motorcoach, throughout the tour.

Our Gray Line of Alaska representatives in Anchorage, Denali, Fairbanks, Whitehorse, Skagway and Juneau are distinguished by their red jackets or shirts and can assist you along the way. Your motorcoach driver will also serve as your guide, offering information on the sights, history and culture of Alaska.

Our tours include many highlights in order to provide you with the most complete vacation possible. Due to this schedule, it is necessary to cover quite a bit of ground every

day. Expect some early morning departures, busy days, and a few lengthy motorcoach or rail trips during your tour.

Alaska is truly *The Last Frontier* and you are traveling to this wonderful land to experience something new and different. We at Gray Line of Alaska will go out of our way to make your experience as enjoyable and comfortable as possible. However, please keep in mind that the beauty and the splendor of our home is also rugged and remote. A flexible spirit and open mind on your part will go a long way in enjoying the Great Land.

## **General Information**

### ***Climate***

Alaska and Canada offer a wide variety in their climates as well as in their scenery. Within the course of your trip, it is not unusual for temperatures to range from 40 to 90 degrees Fahrenheit, depending on the time of year. Southeastern Alaska's temperatures range, in general, from the high 40s to the low 80s with strong possibility of rain. The interior of Alaska as well as areas of Washington State, the Yukon Territory and British Columbia can heat up in June and July with temperatures often reaching the upper 80s.

### ***Packing Advice***

First and foremost, dress for comfort. Because of the variable weather conditions, casual clothes that can be layered easily are highly recommended. Bring a jacket if you are traveling to the glaciers or to the Arctic, as it is often cool and windy in these locations. On some days, you will want a light

raincoat and a waterproof hat or umbrella. An all-weather jacket or windbreaker with layers to wear underneath is ideal. Comfortable, sturdy walking shoes are a must. Dressy evening wear is not needed in the casual atmosphere of Alaska.

Your luggage may not always be accessible to you during your trip. **Always carry your medication, travel documents, money & jewelry with you in your carry-on. Do not pack these items in your suitcase.** Please be sure to bring a sufficient supply of medication and carry it in its original container.

Gray Line of Alaska assumes no responsibility for the following items: perishables, medicine, liquor, cash, jewelry, gold, silver or similar valuables, securities, financial instruments or other valuable documents, cameras, film, binoculars and videotape or video equipment. We strongly suggest that these items be carried with your hand luggage at all times.

### ***Luggage Procedures***

Enclosed with your travel documents are Gray Line of Alaska luggage tags. They must be filled out completely and attached to every piece of luggage, including carry-ons.

If you are beginning your trip with a cruise, please attach ship tags to your luggage before you leave home and add your tour tags the night prior to disembarkation. If you are taking a tour before your cruise, attach your tour tags before leaving home and add the ship tags the night prior to boarding the ship.

If your bags are not tagged properly, we cannot be responsible for getting them to your next destination.

You may receive additional tags and instructions during your tour, so please check with our staff in each city. Due to space limitations, we must limit luggage to two pieces per person. For the best protection of your belongings, we recommend hard sided luggage and caution against the use of garment bags with hanger hooks that protrude from the top.

There are several tour segments where we require you to leave your large luggage at your hotel, where it will be stored and taking along only a carry-on for that portion of the trip. Please review your travel documents to determine where this will be necessary.

### ***Immigration and Customs***

United States and Canadian citizens are not required to have passports or reentry permits.

You must however, carry either your passport, a birth certificate (original or certified copy) or a US naturalization certificate and government issued photo identification for Immigration and Customs officials. Citizens of other countries must carry valid passports and the necessary visa.

### ***Canadian Currency and the Goods and Service Tax***

If you are traveling in Canada, it is advisable to get Canadian currency before you go, however, credit cards are widely accepted. Your credit card company will often give

you the best exchange rate on the date the transaction is processed. U.S. dollars are also generally accepted but at a lower rate.

You have not been (nor will you be) charged the Canadian Goods and Service Tax for any hotel accommodations included in the Canadian portions of your tour, when purchased through Gray Line of Alaska.

### ***Motorcoach Travel***

During your tour, you will generally travel in Gray Line of Alaska's motorcoaches which are air conditioned, comfortable and rest-room equipped. However, there are segments of your tour which may require the use of other busses without these amenities.

There are no reserved or assigned seats, and seating is rotated regularly on longer tours so everybody has an opportunity to see the scenery from all vantage points.

As a courtesy to others, smoking is not permitted on board the motorcoaches or train cars. Periodic stops will be made for pictures, snack breaks, and stretching.

### ***Tipping***

Tipping is, of course, a personal decision, and is not required. Some of our guests choose to reward exceptional service and use the following guidelines:



meet their special needs. Most hotels can prepare a box lunch for you if requested the day prior to departure.

## ***Hotels in Alaska***

We are confident you will enjoy your trip to Alaska and will be overwhelmed by its beauty and friendly people. However, some hotels in certain locations where you will be staying may not be what you expect, or are used to. Alaska is still a fairly remote location and many hotel rooms are not equipped with amenities such as telephones, televisions, clocks, or radios. While all the hotels we use are clean and comfortable, do not expect the same kind of accommodations you would find in the lower 48.

We cannot guarantee specific types of rooms, for example a room with a queen or king size bed. Most Alaska hotels have limited bedding choices. Triple rooms, when available, may contain either two beds and a rollaway or one double and one single. This may require passengers to share a bed.

We cannot confirm or guarantee a smoking or nonsmoking room. We will be happy to pass along all special requests to the hotel (on a request basis), if we are notified at least 30 days prior to departure.

Although it does not happen frequently, we must reserve the right to make changes in the accommodations during the course of the tour.

## ***Reconfirming your Airline Reservation***

Since arrival and departure times are subject to last minute changes by the airlines, we recommend that you call your airline(s) 24 hours before your flight departure to verify the flight number and arrival and departure times shown on your air schedule. Also please remember to reconfirm all flights booked directly with the airline by either you or your travel agent.

Gray Line of Alaska cannot accept or confirm seat assignment requests. However, your travel agent may assist with these arrangements once you have received your flight schedule.

## ***Transfers***

Some tours do not include a transfer from the airport to hotel or vice versa. Please check your itinerary to determine if your tour includes an airport transfer. If the tour includes airport transfers and we did not provide your airline tickets, you must advise us of your flight information. **If we do not have your arrival or departure flight information, we may not be able to provide you with a transfer.**

## ***Passengers with Disabilities***

Gray Line of Alaska does not discriminate against persons on the basis of disability. We seek, to the extent feasible, to accommodate the needs of persons with disabilities so you are able to enjoy our tours. You will need to be aware, however, that certain tour facilities may not be fully accessible to wheelchair passengers. Although Gray Line of Alaska endeavors to make sure that other persons or

portions of the tour satisfy their obligations under applicable law, Gray Line of Alaska cannot guarantee that all of those services or portions will be fully accessible to persons with disabilities.

Service animals are permitted if prior arrangements have been made at time of booking. In limited situations where an individual with a disability would be unable to satisfy certain specified safety and other criteria, even when provided with appropriate auxiliary aids and services, we may find it necessary to ask the individual to make alternative travel arrangements.

It is essential that we be notified 30 days prior to departure of any special medical, physical or other requirements passengers may have, in writing via a Special Requirements Form that can be faxed to you.

## ***Travel Guidelines for Specific Destinations***

### ***Denali***

Denali National Park is a beautiful and majestic place, and many Alaska visitors consider it the highlight of their trip.

To fully enjoy your stay there, it is helpful to understand that your accommodations will be remote and basic. The hotels are only used during the summer season and the amenities they offer are limited. Your room will have a clean bathroom and comfortable

bed, but may not have a television, radio or telephone.

Most hotels consist of several buildings scattered over the hillside. You will need to walk to the restaurant for meals and the terrain can be challenging. There are few paved walkways or trails and sturdy walking shoes should be worn at all times.

### ***Guest staying one night in Denali***

Please pack what you need for your stay in a carry-on bag and take that with you for the Denali portion of your tour.

Luggage handling is not included at Denali hotels, so be sure to pack lightly. Fairbanks and Anchorage have storage facilities for your bags, if you are returning to one of these cities after your trip to Denali. If your bags need to be forwarded to either Fairbanks or Anchorage, we will transport your bags for you. Please contact our representatives locally for assistance.

**Your carry-on bag for the train should be no larger than 21" x 18" x 8".**

### ***Guests Spending 2 or more nights in Denali***

If you will be enjoying a two night stay in Denali National Park, your luggage will be transferred to Denali Park by our representatives. Please follow the instructions provided to you by the Gray Line Alaska hosts in your Welcome Packet when you arrive in Anchorage or Fairbanks. Please be sure to keep all medications and travel documents with you at all times. You will want your camera handy as well!

## ***Arctic (Kotzebue, Nome or Barrow)***

The average daily high temperature in the Arctic is 55 degrees Fahrenheit between June and August. However, on occasion warmer weather can be expected. Dress casually, and you may want to bring along a raincoat and umbrella.

If you will be staying overnight in either Nome or Kotzebue, your baggage is limited to one carry-on or flight bag that will easily fit under the airplane seat.

## ***Extra Cost Provision***

Weather can occasionally adversely affect scheduled flights. If due to weather or other circumstances beyond Gray Line of Alaska's control, you are required to spend an additional night, you will be responsible for your own hotel and meal costs. Neither the tour operator nor the airline will assume this additional expense. If you have special medical needs, please be sure to take along enough medication in case of unavoidable delays.

## ***Pick up Points***

If your hotels were booked by Gray Line of Alaska in conjunction with your sightseeing tour or package tour, you will be picked up at your hotel for all tours and departures. If, however, Gray Line of Alaska did not book your hotel you will need to call your local representative to confirm pick up location and time.

## ***The hotels typically used are:***

<b>Fairbanks:</b>	Bridgewater Pikes Regency Hotel Westmark Fairbanks
<b>Anchorage:</b>	Clarion Hilton Marriott Westmark Anchorage
<b>Juneau:</b>	Baranof Hotel
<b>Skagway:</b>	Westmark Inn Skagway
<b>Whitehorse:</b>	Westmark Whitehorse

## ***Gray Line of Alaska***

### ***Representatives***

If at any point you should need assistance in one of the following cities, you may contact our representatives at the numbers listed below.

<b>Alyeska (Girdwood)</b>	<b>(907) 754-1111</b>
<b>Anchorage</b>	<b>(907) 277-5581</b>
<b>Dawson</b>	<b>(867) 993-5599</b>
<b>Denali</b>	<b>(907) 683-2406</b>
<b>Fairbanks</b>	<b>(907) 451-6835</b>
<b>Juneau</b>	<b>(907) 586-3773</b>
<b>Ketchikan</b>	<b>(907) 225-6260</b>
<b>Skagway</b>	<b>(907) 983-2241</b>
<b>Whitehorse</b>	<b>(867) 668-3225</b>