



Banff

Travel Instructions for Arrival Day

Program Air Participants

Checking in for Your Flight

When departing your home city for your flight to Banff, it is recommended that you arrive at the airport at least 3 hours prior to your flight departure time due to long expected wait times in TSA security lines. Please verify with your airline the minimum check-in time required with checked luggage. If you are not checked in by the required time, you may be denied boarding by the airline. Any fees associated with checked luggage or luggage weight restrictions will be at your own expense. Please check with your airline to confirm the current luggage allowances and any fees associated with checked luggage as some airlines have changed their luggage allowances for 2024.

Travel day tips

Plan accordingly for food and snacks. Once you arrive in Calgary, the transfer time to Banff is approximately 2 hours. We suggest you pack light snacks to have with you during your travel day or purchase food to bring with you during your layover connection before your final flight to Calgary. A bottle of water per person will be provided on the transfer to the hotel. **We also suggest bringing a refillable water bottle** with you to have throughout the trip as bottled water will not be readily available.

Arriving in Canada

The Canada Border Services Agency has implemented the Advance Declaration program for passengers arriving at Calgary Airport. Use ArriveCAN to submit your customs declaration when you enter Canada. The program allows arrivals to submit their customs and immigration declaration up to 72 hours in advance of their arrival in Canada using the optional ArriveCAN app. Express lanes are available in the arrivals customs areas, allowing travelers who complete their Advance Declaration to skip line-ups for Primary Inspection Kiosks (PIK) and therefore saving time at the airport.



Download the latest version of ArriveCAN app from your app store.

Ground Transportation

Group ground transportation will be provided for all program air participants.

Banff National Park Fees

All visitors to Banff National Park are required to purchase a park pass based on the number of nights you stay inside the park (*fees are per person, per night*). **A-O Trips will be pre-paying the park fees for all A-O Trips travelers for the 4-night stay during the program.** (Please note that the town of Banff and the

Fairmont Banff Springs Resort are located inside Banff National Park. If you are extending your stay to Lake Louise, Lake Louise is also located inside Banff National Park.)

Program participants who plan to extend their stay within Banff National Park will be responsible for purchasing additional park passes for their pre or post extension nights. Park passes are available for purchase up to 6 months prior to your visit. To purchase your park passes online go to: <https://www.banfflakelouise.com/park-pass-purchase>. You can also purchase them once you arrive in Banff at the Banff Visitor Information Center located in the town of Banff at 224 Banff Avenue.

You do not have to stop at the park gates when you arrive at Banff National Park. If you plan on renting a car, your park pass must be printed and displayed on the dashboard of your vehicle while traveling in the national park. If you plan on renting a car during the program dates, please notify the A-O Trips Travel Desk at Gavel International at AOI2401@gaveledge.com in advance so that we can obtain a park pass for you to have in the vehicle during the program dates. You can pick up the pass at the A-O Trips hospitality desk once you arrive at the Fairmont Banff Springs Resort.

Arrival into Calgary International Airport – (YYC)

Upon arriving to the Calgary International Airport (YYC), you will exit the plane and follow the directional signs to the Canadian Customs/Immigration and baggage claim area. You must wear your A-O Trips purple or green wristband for identification by the A-O Trips airport staff.

As you exit the secured Customs and Immigration area, you will see the “Bistro on the Bow” restaurant where you will be met by Cantrav Services staff wearing dark blue shirts and jackets holding A-O Trips program signage.

If you have made alternate arrangements such as a rental car, please advise Cantrav staff so the group transfer doesn't wait for you.

If you have any delays or changes in travel (*cancelled or missed connections etc.*) or have trouble finding your transfer, please call the A-O Trips Travel Desk at Gavel International at 877.379.7101 or 816.334.0101 so that we may make appropriate arrangements.

Driving time to Banff is approximately 2 hours.

Arrival at the Hotel

Upon arrival at the hotel, you will need to check-in at the front desk.

- You will need to provide identification and a credit card for hotel incidentals and charging privileges to receive your room keys. There will be a hold of \$100 CAD per day placed on your card. We do not recommend that you use a debit card for this. The hold on your credit card may not be removed until several business days following your departure from the hotel.
- Hotel check-in is 4:00 p.m. Every effort will be made to have your room ready upon your arrival.
- Lunch on this day is at your leisure.
- **There will not be a cash allowance for this trip.**
- Our first group event will be a Welcome Dinner this evening.

Travel Tips for Disrupted Travel or Lost Luggage

Please Read Before You Depart on Your Trip to be Familiar with the Procedures

Travel delays and cancelled flights are unavoidable. Here is some helpful information to guide you through your journey should your trip be interrupted due to delays or cancelled flights.

At the airport, if your flight is delayed or cancelled, the airline is responsible for rebooking you on the next available flight to get you to your destination. There are no federal requirements regarding amenities or services. Each airline has its own policies about what it will do for delayed passengers waiting in the airport terminal.

Lost or Delayed Luggage Instructions

If your luggage does not arrive with you at your final destination, you **MUST** file a report with the airline prior to leaving the airport. If there is no one at the baggage claim office, find another airline employee to assist.

Airlines offer an online tracking service, so make sure you have the file claim number before leaving the airport.

Once you arrive at the hotel, please provide your baggage claim information to our onsite staff so that they can assist you in tracking your bags.

You may be entitled to reasonable reimbursement from the airlines for expenses you incur while waiting for your luggage. Save all receipts as you will need them later to file for reimbursement with the airlines.

Delayed Flight Instructions

If your flight is delayed and will result in a missed connecting flight, approach the gate, customer service or counter agent and ask to be rebooked on the next available connecting flight.

Weather delay: Passenger safety is the primary concern of airlines and airports. Weather delays are for your safety and often result in delayed departures. The airline is not required to endorse your ticket to another airline or provide a hotel voucher. Ask for an alternative airline anyway if the airline does not offer it to you.

Mechanical or crew delay: The airline should offer an alternate airline if they cannot rebook you on your original airline. The airline should provide a hotel and meal voucher if the delay requires an overnight stay.

Cancelled Flight Instructions

If your flight is cancelled, approach the gate, customer service or counter agent and ask to be rebooked on the next available flight. If your flight is cancelled, the carrier must offer you either re-routing as close as possible to original departure time or re-routing at a later date. If the cancellation is due to mechanical, air traffic control, crew rest or a late arriving aircraft, you may ask to have your ticket endorsed to another airline. *Note: some airlines do not endorse tickets to alternate airlines.

It is the policy of Auto-Owners Insurance that you seek assistance from the airlines first for accommodation if you experience a disruption in your travel. However, should you need further assistance other than what is being provided by the airlines, please contact the A-O Trips Travel Desk at Gavel International at 877.379.7101 or 816.334.0101. If you need assistance after normal business hours, please contact our 24-hour Hotline: CCRA Travel Solutions at 800.787.2171 and provide the company name of Auto-Owners Insurance and the CODE: AV0U. As a reminder, any changes to your airline tickets

on the day of travel will need to be done by the airline and any changes you make to your flights/itinerary which incur additional charges will be at your own expense.

Contact the Travel Desk with Updated Information

Once you have been accommodated by the airlines, please contact the A-O Trips Travel Desk at Gavel International at 877.379.7101 or 816.334.0101 to update them on your new flight information.

Overnight Accommodations

If the disruption causes you to have to overnight and depending on the circumstance for which the delay or cancellation occurred, the airline may or may not accommodate you with hotel and/or meal vouchers. In most cases, airlines generally will accommodate passengers who are disrupted due to mechanical issues; however, they typically will not accommodate passengers (*beyond booking the next available flight*) who are disrupted due to weather related issues.

If you are not accommodated by the airline, you will be responsible for paying any expenses related to your disruption. If you need assistance in finding overnight accommodation, please call the A-O Trips Travel Desk at Gavel International at 877.379.7101 or 816.334.0101. A credit card will be required to make and guarantee a hotel reservation.

Packing and Travel Tips

Lost or delayed luggage is unavoidable and there will be delayed luggage on every group. Plan accordingly and do not let this ruin your trip.

Carry-On Bag

We strongly recommend that you pack a carry-on bag with enough clothing, toiletries, and anything (*including medications*) that you may need for the first few days of your trip. Staff onsite will know where you can purchase a few more items you may need once you arrive in Banff. (*Refer to your Important Information Book for suggestions on what to pack in your carry-on bag.*) For carry-on restrictions, please visit [tsa.gov](https://www.tsa.gov).

Checked Bag

If you are traveling with a spouse or guest and have two checked bags, we recommend you pack items in each bag for each person. If only one bag makes it to the destination, both guests will have some of their items.

Travel Insurance

Many travelers find travel insurance to be an affordable way to offset expenses associated with delayed or cancelled flights. Please see the Travel Insurance Information located on the aotrips.com website under Important Information / Pack and Plan Ahead.

Experience the World with Us
aotrips.com