



## Know Before You Go Frequently Asked Questions

### **Who are my tour guides?**

Your tour guides are experts in the industry. They are fun, highly trained, passionate about guiding and sharing their knowledge of the history and natural wonder of Alaska and the Yukon! All our guides participate in extensive training and hold current first-aid certifications. Many of our guides also lead courses and guided expedition trips in Alaska, Canada, and throughout the world.

### **Are activities cancelled due to weather?**

Our tours embrace Southeast Alaska's unpredictable weather. We run all our activities rain or shine. If in a rare instance weather does cause us to cancel, we will find an alternative activity for the day.

### **What wildlife will I see?**

Though wildlife can never be guaranteed on tours, bald eagles, moose, all five types of Pacific salmon, brown bears and black bears frequent the area. Wildlife sightings depend on the time of the year and area. Your guides will choose the best locations to help you maximize your wildlife viewing opportunity through your journey.

### **What it is included on the standard vacation?**

- Professionally planned itinerary
- Expert guides as a private escort throughout your vacation
- Upscale hotel accommodations
- Breakfast and lunch daily
- All activities as listed on the itinerary
- All equipment necessary for all the included activities
- Transportation to and from all included activities
- All admission charges for all included activities
- Airport transfers
- Memorabilia: Hat or Beanie

### **Not included:**

- Air transportation
- Gratuities for guides, bus drivers, waiters, and special guides
- Alcoholic beverages during included lunches
- Dinners

### **Are prices per person?**

No. The price listed is based on double occupancy. Single occupancy prices are available upon request.

### **Are prices on the website guaranteed?**

All vacation prices are per person and based on rates known at the time of publication. These prices are expected to be in effect at the time of departure. Prices are subject to increase without notice but are subject to the guarantees set in the Terms and Conditions.



### **What is the cancellation policy?**

Guidelines of our cancellation policy are available in our Terms & Conditions. We encourage you to purchase a trip protection plan, or travel insurance. We regret the inability to waive cancellation charges that are not covered with trip protection due to our commitment to suppliers.

### **How early do our activities start?**

Travel and tour times differ daily. Your guide will let you know the plan for each day the evening before, including meet-up times, mealtimes, and departure times. Early starts offer the advantage of reaching sightseeing spots before the rush and enjoying the destinations more fully. It is very important that all participants are punctual to ensure that the itinerary can be kept as planned!

### **Can I request special meals for my vacation?**

Special meals must be requested at time of booking. We can usually accommodate these requests when confirmed in advance but cannot be guaranteed. Feel free to contact our office for any questions about dietary restrictions.

### **Are there any luggage restrictions?**

Due to limited bus capacity, your bag should have dimensions not exceeding 30"x21"x11" and weigh no more than 50 lbs. Carry-on bag should not exceed the dimensions of 12"x11"x6." Airline approved carry-on luggage dimensions are too big for buses. We regret that we are unable to accept a second suitcase or any luggage exceeding these limits.

Please note that airlines may have other restrictions. We suggest you contact them directly about this additional information. Some airlines also charge for checked-in baggage. Alaska Yukon Discovery Tours cannot be held responsible for any additional fee charged by airlines for baggage.

### **What do I do about lost luggage while travelling to Alaska?**

It is the airline's responsibility to ensure your luggage is available upon your arrival at your final airport destination. If not the case, you will need to contact the airlines directly and file a claim. We strongly recommend that you complete a claim form at the airline desk upon arrival. We suggest you provide them with a hotel list or itinerary so they can forward your luggage. All claims for reimbursement for delayed baggage should be addressed to the airline directly.

If your luggage is lost, there will be opportunities in Juneau or Whitehorse to pick up replacement necessities.

### **Why do I need to fill out a registration form?**

On your registration form, we require your contact details such as an email address, a mobile phone number, and a designated emergency contact. We will also ask for details of any specific dietary requirements and travel preferences, special celebrations (birthdays, anniversaries, etc.) to make your trip more enjoyable.



### **Where should I book my flight?**

Our itineraries start in Juneau, Alaska (Juneau International Airport - JNU), Whitehorse, Yukon Territory (Whitehorse/Erik Nielsen International Airport - YXY) and Haines (Haines Airport - HNS). Check your intended itinerary for the first destination. Do not hesitate to contact for detailed information about the start of your itinerary.

### **Can I book extra nights?**

Extra nights are only available immediately prior to or after your vacation. Every effort will be made to reserve extra nights at the hotel where your vacation begins or ends. If space at the hotel is not available, alternative accommodations will be reserved at a hotel of equivalent standard. If that is the case, Alaska Yukon Discovery Tours will take care of the transfer. During high tourism season, hotel availability may become scarce. We will do everything we can to book you for your extra nights but cannot guarantee availability.

### **What do I need to cross the border?**

Entry into Canada / US: Canadian and American law requires that all persons entering both countries carry both proof of citizenship and proof of identity. A valid U.S. passport, passport card, or NEXUS card satisfies these requirements for U.S. citizens. Children under 16 need only present proof of U.S. citizenship.

International travelers: Citizens/residents of other countries should consult their local American and Canadian embassies, consular offices, or immigration offices for any additional entry and exit requirements. Multiple-entry visas may be necessary if you are entering a country more than once on your vacation.

You must carry proper identification with you at all times, as entry documents and passports will be required at border crossings. Usually crossing borders are a very straightforward process that is managed by your guide. Please note that the border officer can demand to open luggage and ask simple questions regarding the length of your stay, purpose of travel, etc.

For more information, please contact Canada Border Services Agency (link [www.cbsa-asfc.gc.ca](http://www.cbsa-asfc.gc.ca)) and US Customs and Border Protection ( link [www.cbp.gov/](http://www.cbp.gov/)).

### **Can I fill my prescription while on my vacation?**

Due to the remoteness of the Alaska and Yukon and the limited availability of supplies, we strongly suggest that you pack enough supplies of any medication that you may need while on vacation, and up to a week additional. All prescriptions should be filled, up-to-date, and in their original packaging. We recommend that you pack all your prescriptions in your carry-on bag, as your checked luggage may not always be easily accessible - particularly in the event of delays, lost luggage, etc.

Guests must disclose any dietary or health-related issues that might affect them during their travels. For example, if a guest carries an auto-injector for nut or other allergies; if a guest has a heart condition; if a guest has a medical condition requiring special attention, etc.

**What are the gratuities in Canada and US?**

A 20% gratuity before tax is the customary amount for restaurants, tours/transfers, bellhops, drivers, guides, etc.

**Will I need to exchange money while in Canada?**

While helpful, it may not be necessary. Most places in Canada accept credit cards and debit cards; check with your bank for Foreign Exchange fees and travel plans. If you choose to exchange USD for CAD, Alaskan banks carry foreign currency for just such occasions. You may also withdraw cash from a Canadian ATM; check with your bank for ATM fees and/or foreign ATM fees.

**Is there cell phone reception in Alaska?**

There is cell phone reception in most towns in Alaska, but it is very common to lose service when traveling between them. Your hotel will have a landline and WIFI.

**Is there WIFI in Alaska?**

Most places do have internet, but it may not be free. WIFI is more popular in larger towns like Juneau and Whitehorse. Your hotels will have WIFI. In towns like Haines and Skagway, there are internet packages available through internet companies for 1 day/1 GB packages, etc.

**What should I wear?**

Weather in Alaska can be unpredictable, ranging from 60 degrees and sunny to 40 degrees and raining. We recommend packing clothing that you can comfortably layer, as well as comfortable shoes. The key to packing for Alaska is in the layers. That means bringing baselayers, midweight layers, and outer rain layers that you can wear together or separately, depending on the weather. Make sure that you have comfortable walking shoes as well as comfortable rain boots, as rain and/or puddles are common in Southeast Alaska!