

TRANSFER BOOKING CONFIRMATION

Your transfer has been booked.

Please review this document carefully, and if you have any questions please contact the reservations team at **1.800.663.2929**. Every effort will be made for each shuttle to depart at the original scheduled time.

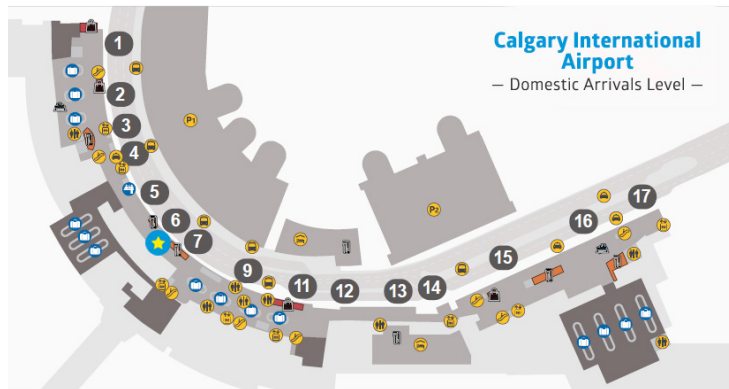
COVID-19 Protocol

We will do our best to ensure you have a fantastic experience traveling to the resort, while placing priority on your health and safety. Please adhere to the following protocols when traveling to and from Panorama:

- All guests are required to wear protective face masks while boarding and the duration of the trip
- Health screening protocol must be completed prior to boarding including temperature checks
- Food and drink should be limited on-board

Shuttle pick-up at Calgary International

Upon arrival, please check-in inside the airport at exit door 6 at area "B" of the main arrivals level in the domestic terminal. Checking in is super simple, just provide your name to the driver with the Panorama reception sign. Passengers arriving in the international terminal will enjoy a 10-minute walk to the domestic terminal.



Shuttle pick-up / drop-off in Banff

The arrival and departure location in Banff is outside the **Tim Hortons at 100 Gopher Street**. Please arrive 15 minutes prior to departure time.

Preparing for shuttle

To help facilitate ease in travel to the resort we ask all guests to **text your last name and travel status** (arrived, delayed etc.) to **1.866.215.3930** upon arrival at YYC or Banff. Our arrival management system will notify us that you have reached the airport and are making your way to the pick-up location. In the event you experience flight delays or cancellations text the above number to notify us of the delay and we will make our the best effort to assist with arrangements.

Departing Panorama

If you are staying in any of our upper village condos or townhomes and Riverbend, you will be collected from outside your lodging. If you are staying in Toby Creek or Horsethief Lodges, please meet the shuttle near the red mailbox outside the General Store. Please be ready and waiting 15 minutes prior to your scheduled departure time.

The Front Desk will deliver a note to your room confirming your pick-up time the day before you depart.

Flight changes, delays or cancellation liability

In the event of a flight change, delay or cancellation please inform the reservations team as soon as possible at **1.800.663.2929** as flights are not monitored by Panorama Mountain Resort.

We endeavor to anticipate possible delays, however, cannot be held responsible for any route diversion, road closure, traffic delays, and other circumstances beyond our control and will not be liable for any financial or material loss caused by any delays. **We strongly recommend that all passengers are covered by travel insurance.**

General policies

We reserve the right to use different transportation operators as a means to transport you as safely and efficiently as possible.

Children under the age of 12 must be accompanied by a parent or guardian. Child seats available upon request and availability at the time of booking.

In the event you miss your scheduled shuttle, we recommend arranging alternative transportation. All costs will be incurred by the guest.

It is forbidden to smoke, vape, consume alcohol or illegal drugs on any transport provided. We or any transport operator reserve the right to refuse transport to any passenger deemed not fit to travel.

We recommend allowing a minimum of 1 hour to pass through immigration, customs and baggage collection for arrivals and 2 hours to pass through security for departures.

For any questions contact 1.800.663.2929 or 1.250.342.6941 after hours.