

IMPORTANT RESERVATION INFORMATION

Greetings from Glacier-Waterton

We look forward to your arrival and wish you an enjoyable stay with us!

DEPOSIT INFORMATION:

- An advance deposit, per room at each hotel, in the amount of the first nights stay (less taxes and surcharges) is due at the time of booking. The cancellation and change policy below apply to each individual confirmation number and are each subject to the appropriate administrative fees.
- An advance deposit in the amount of the entire activity/tour is due at the time of booking. The cancellation and change policy below apply to each individual activity and/or confirmation number and are each subject to the appropriate administrative fees.

CANCELING A ROOM RESERVATION, ACTIVITY or TOUR:

- Should you need to cancel, please contact our Central Reservations office (406-892-2525). Only cancellations made through this office are guaranteed to be valid and an identifying number will be issued for verification purposes. You may request a cancellation or change via email. However, it is not valid unless you have received a confirmed reply with an identifying number.
- **Deposit(s) are non-refundable if the reservation(s) is cancelled after 5:00 pm MDT 72 hours prior to the scheduled arrival date. NO EXCEPTIONS.**
- Deposits are fully refundable for 30 days following the date the reservation was made. From 31 days after the reservation was made until three days prior to the scheduled arrival date, the deposit will be refunded less the following administrative fee(s):
 - Canceling a room 30 days after the reservation was made will incur a \$15 fee (per confirmation number)
 - Canceling an activity or tour 30 days after the reservation was made will incur a \$15 fee (per confirmation number)
 - Canceling a room with activities/tours included will incur a \$20 fee (per confirmation number)
- For reservations made within 30 days prior to arrival, the above policy applies with no 30-day grace period.
- Changes to your departure date made after you have stayed your first night will result in a \$30 early departure fee.
- No-show on date of arrival is considered a cancellation of your entire stay at that property and there will be no refund.
- No-show for activities/tours (including Afternoon Tea and fondue) will not be refunded.
- We are unable to deviate from policies due to weather, illness, flight delays, road closures, etc. We strongly recommend that you obtain travel insurance.

CHANGING A RESERVATION, ACTIVITY or TOUR:

- One complimentary change is granted per confirmation number.
- After this one-time complimentary change, each call to make changes to that confirmation number will be subject to a \$15 administrative change fee. This includes changes to activities associated with that confirmation number.
- Examples of changes to a confirmation number that will incur the administrative change fee include, but are not limited to, the following:
 - Changing the date of a room/tour/activity, changing the time of the tour/activity, or changing accommodations type or location.

IMPORTANT INFORMATION ABOUT YOUR STAY:

- Check-in time is any time after 3:00 pm.
- Check-out time is any time before 11:00 am.
- Visa, MasterCard and American Express cards are accepted. Personal checks are not accepted.
- Connecting rooms, roll-a-way beds, cribs and other special requests are subject to availability at check-in and never guaranteed.
- There are no televisions or air conditioning.
- The motor inns do not have in-room telephones.
- No pets are allowed.
- All Guest Rooms and Facilities are non-smoking.

GREAT DEALS ON AIR/AMTRAK/CAR RENTALS:

We offer up to 10% off Amtrak packages or air fare. We also offer unlimited miles packages on car rentals. For more information, call our Central Reservations office at (406) 892-2525.

LEAVE THE DRIVING TO US!

To arrange for Scenic Interpretive Red Bus Tours of Glacier National Park, call our Central Reservations office at 406-892-2525.

ACTIVITIES:

Make sure to plan your itinerary in advance as availability is limited on the following tours and activities: scenic interpretive Red Bus tours, boat tours, whitewater rafting, scenic float trips, horseback riding, Afternoon Tea, fondue, David Walburn at Many Glacier Hotel, and golf and day spa at Glacier Park Lodge. If you should need help planning or making reservations, please call Central Reservations 406-892-2525.

THE GLACIER NATIONAL PARK FUND:

Glacier Park, Inc. is proud to offer our guests an opportunity to support Glacier National Park through the Glacier National Park Fund. Guests staying in a Glacier Park, Inc. facility in the United States can choose to have a \$1 per day, per room, voluntary donation added to their room bills. We deposit 100% of the donations received from our guests to the Glacier National Park Fund; a fund that can only be used to support Glacier National Park. Your support of this program is appreciated. More information about this program will be available to you upon your arrival.

BORDER INFORMATION:

Please be advised that border closing times vary by individual crossing and at different times throughout the summer. Before you cross the border, please telephone Customs to inquire about the border closing times and required forms of identification:

Canadian Customs.....(403) 653-3009
US Customs(406) 732-5572

USEFUL PHONE NUMBERS:

ALBERTA

Waterton Lakes Park(403) 859-2224
Weather.....(403) 382-3068
Road Conditions(403) 246-5853

MONTANA

Glacier National Park.....(406) 888-7800
Weather & Road Conditions.....1-800-226-ROAD

DESK HOURS/LODGING PHONE NUMBERS:

Glacier Park Lodge..... (24 Hours)(406) 226-5600
Lake McDonald Complex (24 Hours)(406) 888-5431
Many Glacier Hotel..... (24 Hours)(406) 732-4411
Prince of Wales (24 Hours)(403) 859-2231
Rising Sun Motor Inn..... (6 am – 11 pm).....(406) 732-5523
Swiftcurrent Motor Inn (6 am – 11 pm).....(406) 732-5531
Village Inn at Apgar..... (8 am – 8 pm).....(406) 888-5632

Please Note: Each location can only make a change of reservations on the day before or the day of arrival. Any changes prior to that time must be done through the Central Reservations Office at (406) 892-2525.

Glacier Park, Inc. is a concessioner authorized to serve the public in Glacier National Park.