



Alki Tours' Leavenworth Snow Train December 9, 2017 – Everett

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FAUNTLEROY
WAY SW

SEATTLE
WASHINGTON
98136

206/935-6848
PHONE

800/895-2554
TOLL-FREE

206/935-1931
FAX

Dear Snow Train Guests,

It is a pleasure to welcome you aboard the Leavenworth Snow Train. Please be assured that we will do everything in our power to assure you have a wonderful time and return home with many happy memories.

Documents and Parking information...

For additional copies of documents, parking information and maps to the stations, please go to www.alkitours.us or www.leavenworthsnowtrain.net - click on "**Snow Train Documents**" and you will be able to print copies of documents and any parking information we may have.

When you get your boarding passes...

Please check your boarding Pass to ensure all individuals in your party are in the same car. For example; if your boarding pass indicates that you are in car "B", your companion's ticket should also indicate car "B". If you are not in the same train car, please call our office **immediately** at 206-935-6848. We will attempt to rectify the situation.

Snow Train Updates...

You may check "Alki Tours" and "Leavenworth Snow Train" on Facebook for any updates before you leave for the station. You may also call 206-935-6848 for any major updates left on our answering machine. Any further updates will be at the station. Only Alki Tours representatives will provide updates. If there is inclement weather, you may wish to go into the station before you pay for parking. ****Like**** "Alki Tours" and "Leavenworth Snow Train" Twitter @alkitours and @Lsnowtrain to get any important information on your mobile device.

What to wear...

Casual WARM clothing is suggested so your trip will be comfortable and relaxing. The average daytime temperature in Leavenworth during the winter is in the low 20's to 30's so you should dress accordingly. Be sure to wear a sweater, warm coat, mittens or gloves, long underwear, hat, umbrella, raincoat and **comfortable walking shoes that will keep your feet dry. The ground can be VERY ICY. Layers of warm clothing are essential for your enjoyment. Temperatures in your train car will vary depending on where you sit and whether we are moving or not – please be prepared for hot or cool train cars.**

Your Carry-On Items...

You are welcome to leave your carry-on items in your seat or in the overhead storage area on the train. Alki Tours will not assume responsibility for lost or stolen items on the train.

Your Car Attendant...

Each train car will be accompanied by a car attendant, whose objective is to serve you. Any schedule information will be relayed if we receive it. Dispatch does not always inform us of the delay or time it will take....so relax and enjoy your day. Normal stops to let trains pass are built into the schedule.

Gratuities...

Gratuities for your car attendants should always be your determination however we are often asked if there is an industry standard. Car attendants are usually tipped from \$10 to \$20 per person if you enjoyed their service.

Timeliness...

It is your responsibility to be on time for the scheduled train departures. Alki Tours will not be responsible for any person missing the train for any reason. Please arrive at least 15 minutes early***.**

Beverages and Snacks...

There are two cafe cars on the train with a limited variety of snacks and beverages. Amtrak and Leavenworth transportation prohibit the consumption of personal alcoholic beverages. Violations will result in the confiscation of any alcoholic beverage containers. **Intoxicated, belligerent or obnoxious behavior will not be tolerated. Violators are subject to removal from the train and Leavenworth buses and may be prosecuted under Federal or the State of Washington Laws.** Please refer to our "No Grumps" policy in our brochure. Disobeying an Amtrak Conductor or employee is a federal offense, like an airline.



