



MagicBus to Marmot Tour Director Itinerary 2023-24

***This document is subject to changes throughout the season. Always refer to the latest version in the binder. ***

MagicBus Tours: 1-800-814-4886 / 780-478-0429
Hinton A&W: 780-865-3034
Marmot Group Sales: 780-852-3816 (ext. 230)
Edmonton Inn: 780-454-5454

Golden Arrow Dispatch: 780-447-1538
If coach has not arrived by 5:15 AM call dispatch
Jasper Hospital: 780-852-3344
Bruce's Cell: 780-940-8800

NIGHT BEFORE TRIP

- Sunday or Monday trips: Arrive at 3 PM on Saturday, unless otherwise requested.
- All other day trips: Arrive at 8 PM the night before, unless otherwise requested.
- Contact the office if unsure, as times may vary during holidays.

Arrival at the Office (use the main entrance of the hotel):

- Register your vehicle at the front desk by completing the Edmonton Inn Long-Term Parking registration/waiver to help prevent a risk of being towed during your vehicles stay in their parking lot.
- Tour Director must sign a waiver online before arrival or at the office, **for every trip:**
 - <https://waiver.smartwaiver.com/v/magicbuswaiver>
- Choose movies from our library suitable for the youngest traveler on the bus. MagicBus to Marmot movies should have a rating of G, PG, or PG-13 (14A) – strictly avoid movies rated 18+. Read the audience information on the front cover of the DVD case.
- Complete the *Night Before Checklist* and ensure supplies are in the binder. Tour Director and MBT staff to sign off.
 - Bags and binders will be disinfected upon return.
 - Tour Directors are encouraged to use sanitizing supplies when handling them.
- Review passenger list and hotel stays with MagicBus staff.
- Familiarize yourself with the passengers' designated hotels and the order in which to reach each of them.
- Marmot Basin provides a shuttle bus service for transportation to and from the ski resort on days or times when our bus is unavailable. THIS SERVICE IS NOT COVERED in our packages. Passengers can buy tickets at their hotel's front desk for \$18 plus GST or online through SunDog Tours.
- Contact the other Tour Director (if they are scheduled) to verify the 4:45 AM arrival for the following morning. You can find their phone number on the director's schedule.

You may need to collect MagicBus bulk RFID lift cards from the Group Sales office. You will receive a form that specifies the pre-loaded quantities; kindly sign this document, and make sure to have it countersigned by the Marmot Basin Group Sales staff when they hand over the lift cards to you.

Plexi Glass Shield for Check-In

- The Plexiglass barrier will be stored in the office. If you wish to use it, please collect the Plexiglass when picking up the bag and binder. After use, return it to the storage room.
- If you need to clean it, utilize the designated Plexi Clean Spray available in the office. Do not apply hand sanitizer or other disinfectants.

MORNING OF TRIP

- Log in to the MagicBus Guide Site for last-minute bookings. <https://magicbus.ca/admin/guides/>
 - Compare manifests with website bookings and update as necessary.
 - Guests booking on the website must do so at least 7 hours before departure (e.g., 10:30 pm for the Daybus to Marmot). Feel free to visit the guide site for the latest information after this time.



- Consult the *How to Access MagicBus Guide Site* document in the binder for specific instructions. You will find new blank fill-in pages for recording information about newly booked passengers, designed in a format like the manifests received from the office.
- You will not know if the last-minute bookers have completed their waiver or not.
- Please wear your MagicBus ID badge during check-in. Please remove your ID badge while skiing at Marmot Basin.

4:45AM Arrival at Edmonton Inn & Conference Center – BACK Entrance (North) of the building:

- Register your vehicle at the front desk if you have not already done so the night before.
- Retrieve one bottle of water per passenger and any other items for the bus from the downstairs storage room.
 - Do not take full cases if they are not needed. Please pull bottles from the singles area if needed.
- The table should be set out for you already. If it is not, talk to someone at the front desk.
- Director #1: Prepare check-in table with lift cards, pens, paper waivers, highlighters, plexiglass, and other supplies.
- Please suggest to all guests that are planning to leave their vehicle in the Edmonton Inn parking lot, complete the Long-Term Parking Registration/waiver and present it to the front desk. This will help prevent the risk of being towed.
- Tour Director #2: Stand outside to guide everyone towards the check-in area. Help with luggage, ensure it goes on the right bus, and keep the overnight luggage separate. Also, make sure the radio is tuned to Sonic 102.9 while customers are boarding.

Sanitizing Hands, Wearing Gloves & Masks

- You have the option to wear a mask as you see fit during the entire journey.
- Gloves will be provided for garbage/recycle collection and for use at your discretion.
- We strongly advise maintaining regular hand sanitization, even if you're wearing gloves. It is crucial to uphold consistent hand hygiene throughout the journey, especially if you have direct hand-to-hand contact with any guests.

Golden Arrow Bus Driver:

- Passengers are permitted to load their gear into the bins. Only one side of the bins will be accessible to maintain visibility for the driver and prevent theft from the other side of the bus.
- The bus driver should promote minimizing unnecessary loading and unloading of the coach.
- Please consult the Golden Arrow Driver Itinerary for comprehensive information on their specific requests. A copy of this itinerary is now available in the binder, with extra copies in case the driver needs one.

UNDER NO CIRCUMSTANCES MAY SKI OR SNOWBOARD BOOTS BE WORN WHILE ON THE COACH.

There are no exceptions! Boots may be carried on board provided they are placed in a bag to protect the interior from damage.

Youth & Juniors Riding Without Adult

- Ensure passengers 12 years and younger have an accompanying adult or person 16 years or older.
- Passengers 13 years or older may travel without a parent or guardian.
- Remind youth, junior & children to have a signed waiver from a parent or guardian.

MagicBus Waiver & Check-In Process

- Guests are encouraged to complete waivers online before arrival.
 - Every guest must individually fill out their own waiver before they can board the bus.
 - Minors under the age of 18 are required to provide a signed waiver by a parent or guardian.
- Remind guests that are leaving their vehicles in the parking lot overnight to register with hotel front desk (sheets in binder and at front desk)
- Tour Directors will receive departure paperwork with waiver status (completed/not completed).



- Guests must show proof of signed waivers via online and on printed paper. Ensure it is filled out in full.
 - <https://waiver.smartwaiver.com/v/magicbuswaiver> or scan the QR code (found in the binder).
 - Guests who have signed their waiver can be asked to provide a copy of the email confirmation they received.
 - A hard copy of the waiver is found in the binder for guests to complete, if needed.
- Last-minute reservations: Please double-check the payment confirmation email sent to the customer to ensure that the patron is indeed booked for the intended day.
- Walks up: Check the manifest to count returning customers, including day riders, overnight guests, and hotel pickups. If the bus is nearly full, do not accept unexpected skiers or boarders. If there's ample space, you can accept payment:
 - We can accept cash (no change available). Rates are below.
 - Visa, MasterCard or Debit Visa at <https://magicbus.ca/product/last-minute-booking/> or scan the QR code (found in the binder).
 - Boarding passes and PromoCodes cannot be used for payment.
 - Online payment: Upon successful payment, verify the confirmation page and the receipt in their email. Ensure they've chosen the correct age category and price, and that the purchase date is today.
 - Cash payment: Place cash in unused Ziploc bags in the binder. Seal the bag and then manually write a receipt using the receipt book, creating one copy for the guest (if requested) and one copy for the office.
 - Upon payment, ensure guests sign the waiver using the link or scan the QR code. They must show a completed waiver confirmation on their phone. For minors, a parent or guardian's signature is mandatory.
 - Add the full name and contact information on the fill-in style manifest sheet.
 - Inform passengers that this is an exceptional situation, and we strongly encourage advance booking.
- Luggage & Gear: Recommend that guests use luggage tags or distinctive markers like colorful ribbons to distinguish their overnight and ski bags from others.
- Masks are no longer for sale or are a requirement for our buses.

SEATING IS UNRESERVED, AND IT OPERATES ON A FIRST-COME, FIRST-SERVED BASIS.

2023-2024 PRICING

Adult \$209 (18 – 64)	Post Secondary Student/Senior \$199 (Students 18 – 24 / Senior 65+)	Youth \$169 (13 – 17)
Junior \$155 (6 – 12)	Child \$145 (5 & under)	Transport only, Marmot Escape Card or Seasons Pass (ALL ages) \$145

Note: Individuals under 18 years of age are entitled to free admission into Parks Canada, and our rates reflect this policy.

Distribute The Lift Tickets During Check-In:

- Lift cards are categorized as follows: Adult, Student (18-25 with valid ID; no ID verification required), Youth (13-17), Junior (6-12), Child (5 & under), Senior (65+) and Guides.
- Distribute the lift cards according to the manifest and take note of individuals who do not need a lift card.
- If you require more lift cards, they are found in the sealed emergency envelope in the binder.
- Recommend placing the lift card in the LEFT sleeve pocket.
- Avoid storing it near your phone or wallet.
- Each customer should only carry their own individual lift card.
- If passengers have received multiple lift tickets, ensure they do not group all the lift tickets together to prevent accidentally scanning multiple tickets on the same day.
- For ticketing mistakes, like an adult booking a youth ticket, exchange the lift card only upon paying the price difference.
- No need to check for Marmot Escape Cards.
- Do not sanitize lift cards with disinfectant. Some products effect the ink on the cards.
- Collecting the used RFID cards is no longer required.
- We still provide labelled envelopes that say “Used” and “Unused” to ensure that any returned tickets are properly categorized. It’s **VERY IMPORTANT** to keep the used and unused lift tickets separate.

IF THE BUS DOES NOT ARRIVE BY 5:15 AM, CALL GOLDEN ARROW IMMEDIATELY: 780-447-1538.

If there is no response call Bruce on his cell phone 780-940-8800.



Multiple Buses

- Two directors are stationed inside the hotel, managing the check-in process for guests. (Two tables needed).
- Two Directors are stationed outside to oversee the orderly check-in process, ensuring passengers board the correct bus, their luggage is properly loaded, and overnight bags are segregated.
- Ensure that passengers board the bus assigned to them.
- If, by chance, families are split across different buses, ensure that both manifests are kept up to date.
- A Trainee or office representative may be present to help guide traffic to the appropriate bus or check-in table.

Prepare For Departure

- Perform a head count.
- If you're awaiting passengers, please check on board to ensure no one has boarded without registering.
- Inspect the restrooms, back door, and front lobby if you cannot locate someone.

LEAVE AT 5:30 AM SHARP - NO EXCEPTIONS!

Announcements Upon Departure

- Introduce yourself, Tour Director #2 (if applicable), and the driver.
- Seatbelts are mandatory due to Alberta law.
- The first part of the trip is quiet for those to sleep.
- We have a brief stop in Hinton A&W.
- Stay seated while the bus is in motion.
- No worn ski or board boots on the coach at any time! No Exceptions.
- Movies will be available on the return trip. If you wish to watch them, the back is louder than the front.
- Mask-wearing is not mandatory, but if you're ill, we kindly request that you consider wearing one.
- In case you ever feel uncomfortable, unwell, or unsafe, please reach out to a Tour Director as soon as possible.
- Now, direct your attention to the screens for further details about your journey and what awaits you at Marmot Basin.

Play Promo Video

There will be a DVD version along with a USB version in the binder. [Play the video as you leave the Edmonton Inn.](#) Following the video, it's quiet time. Turn off the TVs, radio and return the DVD/USB to the binder.

15 Minutes From Hinton

- Call A&W Hinton and inform them of ETA and the passenger count. (780) 865-3034 (333 Gregg Ave, Hinton, AB).

5 Minutes From Hinton, Announce:

- We will be stopping for a quick 10-15-minute break. The faster everyone returns, the sooner we can hit the slopes!
- Guests are encouraged to order their food at A&W, take it to go, and eat on the bus.
- Please unload the coach from front to back.
- Once we are on our way and guests have finished their meals, we'll make rounds to collect trash and recyclables.

At A&W

- You may be picking up passengers at the A&W in Hinton.
- As guests get off the bus, ask them how everything is going. We want guests to feel comfortable sharing any issues.
- Directors get 1 free meal per 20 passengers, 2 free meals per 30+ passengers.
 - 1 meal = 1 drink, 1 sandwich, & hash browns/fries. DO NOT ABUSE!
 - Trainees are not eligible for a free meal.

PREPARE FOR DEPARTURE. DO A HEAD COUNT. ONCE ACCOUNTED FOR, LEAVE FOR JASPER!

5-10 Minutes After A&W

- Announce that guests have about 5 minutes left to eat before you come around to collect trash and recyclables.
- 15 minutes from A&W, pick up trash.
 - Encourage guests to place their own garbage in the bag to reduce contact points.
 - Optional: Bring hand sanitizer with you and offer it to guests.



At The National Park Gates

- Provide them with the sheet you received with the passenger numbers and MC payment information.
- Give the driver the Park Pass to display on the bus.
- Get the park pass/receipt back from the driver at the end of the day and attach it to the post tour form.

5 Minutes Outside Jasper

- If you deplete the supply of lift cards from the securely sealed emergency envelope in the binder, contact Marmot Basin Group Sales to inform them about the specific quantities of ski passes required for each category.

Announcements Up the Mountain To Marmot Basin (*make all announcements*)

- We will be arriving at Marmot Basin shortly.
- Snow conditions are as follows: (Read snow report or check on phone)
- If you misplace your lift card, please visit the Group Sales desk situated in the rental shop. You'll be required to present your MagicBus trip receipt as proof of payment to obtain a replacement lift card.
- We encourage you to wear eye protection and sunscreen. Even in cloudy conditions, eyes and skin can burn.
- Marmot Basin's facilities do not allow outdoor food. If you'd like to enjoy your own, plan to dine outside.
- Store personal items in lockers or cubbies; avoid leaving them under tables or chairs. Small lockers cost \$7, while large are \$12 per day and are subject to availability.
- Guests can swiftly put on their gear and leave any items they won't need on the bus before the driver's departure.
 - *Tour Directors: Confirm with the driver that they stick around for a bit longer, if lots of people are doing this.*
- Report all accidents! If a trip to the hospital is required, leave a message for MagicBus Tours at Guest Services.
- Guests **MUST** notify the MagicBus Director or Marmot Guest Services if they won't return on the bus to avoid potential costs associated with search and rescue efforts.
- Arriving at Marmot, the Directors will assist in removing luggage. As you slowly disembark, allow us room to unload.
- When you grab your gear, move it aside and do not lean anything up against bus.
- Passengers will not have the opportunity to re-enter the coach throughout the day, so take all your necessities with you. Leaving items on the bus is permitted, but it is at your own risk. MagicBus Tours and Golden Arrow cannot be held responsible for any lost or stolen belongings. While the bus will be secure, we suggest taking your valuable with you.
- Marmot Basin offers **FREE** guided tours of the mountain at 10:30am by the mezzanine sign. Meet at 10:15am if you wish to become more familiar with Marmot Basin.
- Tour Director will be back at the coach around 3:45 pm to greet guests and hand out bottled water.
- The coach will be ready for boarding by 4pm. We are bus #..... and a sign will be displayed in the window.
- If you're staying overnight, please load your gear last at the end of the day. We may load your items into a designated bin to make it easier to access your belongings upon reaching the hotel.
- Stow all ski and snowboard boots in the bins beneath the bus for the return trip.
- To depart the hill on time, we'll be leaving Marmot Basin at precisely 4:30pm. Please be here early!
- We'll stop at A&W in Hinton this evening. Ensure you have adequate food and bevys to keep you satisfied until then.
- Don't forget to tag us in all your epic mountain adventures using AT MagicBusTours or hashtag MagicBusYEG
- Enjoy your day on the slopes!

Arrival At Marmot Basin

- Director #2 assists the driver unloading the gear from under the bus.
- As guests get off the bus, ask them how everything is going. We want guests to feel comfortable sharing any issues.
- Place the MagicBus sign in the bus window.
- Ask the driver of their plans for the day. Exchange phone numbers, just in case you need to contact them.
- Make sure there are no remaining questions and that all items are returned to the bus before you depart.

GO EXPLORE THE MOUNTAIN!



Re-Load The Bus

- The Golden Arrow driver's schedule aims to return the bus to the mountain by 3:30 PM.
- *Tour Director must return to the coach by 3:45 PM at the latest to welcome guests and help with loading their gear.*
- Contact Guest Services to inquire about any injuries from your bus or receive other crucial messages from Dispatch.
- If needed, gather the pre-purchased MagicBus lift cards from Group Sales at day's end. Present your MagicBus Staff ID, have Marmot Basin staff sign your Lift Card Receipt Form, and secure them in a safe place for the trip home.
- Upon returning to the bus, please sanitize your hands and, if desired, don gloves.
- Welcome passengers as they reboard the bus and distribute bottled water.
- Passengers with overnight stays in Jasper or those being dropped off in Hinton should stow their gear in the front tub.
- Inform the driver of the order for dropping off overnight guests and confirm they are familiar with the hotel's location.
- Take note of any overnight guests who will be traveling back with you.

Directors are required to call Bruce (780-940-8800) or the office (780)478-0429 at 4pm at the end of each ski day. You'll check in and report any emergencies, if any. No exceptions! Call earlier if you know of any emergencies prior to 4pm.

Prepare For Departure of Marmot Basin

- Once all passengers are on board, conduct a headcount, which includes any passengers to be dropped off in Jasper.
- If anyone's missing, check with Guest Services for messages, including those not intending to return on the bus.
- Missing guest: First identify the person and the reasons for their absence. They might have chosen to stay overnight or arranged their own ride back to Edmonton. To address this, contact Guest Services to check with dispatch, ask fellow passengers, make repeated announcements, and, for minors, contact their parents if they can't be found. If all else fails, reach out to Bruce for assistance and verify with the hospital for any unreported admissions.
 - You might have to depart without them once all the check-ins have been completed as outlined above.

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4:30PM Depart Marmot Basin

- Make announcements:
 - We'll make a brief supper stop at Hinton A&W.
 - We have some overnight guests that need to be dropped off in Jasper.
 - If you're on social, connect with MagicBus Tours on Facebook or Instagram, and tag us in your exciting adventures.
 - We'll be putting on a movie now.
 - In case you feel uncomfortable, unwell, or unsafe, please reach out to a Tour Director as soon as possible.
- Turn on movie based on audience. Enable subtitles for all movies and maintain an average volume level.
- Pass out any remaining bottles of water.
- Walk down the aisle and engage with the riders. Inquire about their day, any injuries, or other concerns.
- Hotel Drop Offs:
 - Confirm passengers only take their luggage/equipment, and kindly inquire, "Are you certain these belong to you?"
 - The Marmot Basin Shuttle is running and available for transportation to and from the mountain. Purchase tickets for \$18 +GST at hotels or online through Sundog Tours. This cost is NOT INCLUDED in the overnight package.
- Passengers at the Hospital:
 - Call the hospital (780-852-3344) to inquire about the expected discharge time for the individual.
 - If it longer than 45 minutes, go to the hospital and advise the passenger the bus is leaving. Make sure they have their things and inform them to find another way home. (Family pick-up, next Marmot Daybus, Sundog, etc.)
 - If the passenger is expected to be discharged within 45 minutes, proceed to Jasper with the remaining passengers and provide them with a 30-minute supper break in the town.
 - Call the office to make them aware of any delays. (780)478-0429 or Bruce's cell (780)940-8800.
 - After 30 minutes, reload passengers, proceed to the hospital, retrieve the injured individual, and go home.
 - On the journey back, there won't be a dinner break in Hinton. The bus driver might make a brief stop in Hinton for a restroom break, but all passengers should remain on the bus (only the driver disembarks).

MagicBus Tours strictly enforces a no-drinking and no-smoking policy. Non-compliance will result in immediate removal from the bus. Ask a guest politely to stop and should the activity continue call RCMP. We have no tolerance for this behavior. *

If you have any concern for safety, immediately call 911. If you need support at anytime, call Bruce at 1-780-940-8800



15 Minutes From Hinton

- Call A&W Hinton and inform them of ETA and the passenger count. (780) 865-3034 (333 Gregg Ave, Hinton, AB).

5 Minutes From Hinton, Announce:

- We will be stopping for a quick 10 minute break. The faster everyone returns, the sooner we can return home!
- Guests are encouraged to order their food at A&W, take it to go, and eat on the bus.
- Please unload the coach from front to back.
- Once we are on our way and guests have finished their meals, we'll make rounds to collect trash and recyclables.

At A&W

- You may be dropping off passengers at the A&W in Hinton. (Confirm they are only taking their luggage and gear).
- As guests get off the bus, ask them how everything is going. We want guests to feel comfortable sharing any issues.
- Once everyone is off, do a quick walk-through of the bus to clean up. Check to see if anyone has been drinking.
- If you run out of garbage bags in the director's bag, please obtain one from the restaurant.
- Directors get 1 free meal per 20 passengers, 2 free meals per 30+ passengers.

PREPARE FOR DEPARTURE. DO A HEAD COUNT. ONCE ACCOUNTED FOR, LEAVE FOR EDMONTON!

5-10 Minutes After A&W

- Announce that guests have about 5 minutes left to eat before you come around to collect trash and recyclables.
- Start second movie.
- 15 minutes from A&W, pick up trash TWICE.
 - Encourage guests to place their own garbage in the bag to reduce contact points.
 - Optional: Bring hand sanitizer with you and offer it to guests.
- Fill out the entire Post Tour Form in detail. Add as much information and feedback as possible.

10 Minutes From Drop-Off, Make Announcements

- When we arrive, the Directors will assist in removing luggage. As you slowly disembark, allow us room to unload.
- When you grab your gear, move it aside and double check that you grabbed your luggage and equipment.
- Be sure to take all your possessions off the bus and help us remove any leftover garbage as you leave.
- If you discover that something is missing after your departure, kindly get in touch with the MagicBus office.
- We also provide opportunities for overnight stays, Weekender excursions, and CAT trips for experienced skiers. For detailed information and trip dates, please visit MagicBus.ca.
- If you prefer driving to Western Canada's top resorts on your own, explore our sister company, Live It Up Lifestyle Adventures, for lift tickets, lodging, and a wide range of thrilling experiences.
- Live It Up also specializes in creating customized corporate trips that inspire and invigorate your team. Visit YouLiveItUp.ca to see how we can enhance your company culture in unique locations.
- On behalf of MagicBus, our sponsors, A&W Hinton, Golden Arrow, and myself, thank you for travelling with us!

Arrival In Edmonton

- Director #2 assists the driver unloading the gear from under the bus.
- Director #1 Hops off the bus and extend your thanks to departing passengers.
- Put all the DVDs, USBs, and movies into the bag.
- Check overhead and floor for left-behind items. If found, complete the Lost & Found form, and leave in storage room.
- Do a walk-through of the bus to clean up any left-over trash and recycling. Place in garbage can or leave with driver.
- Add any last details to the Post Tour Form.
- Return all items and lost & found to our Edmonton Inn storage room that evening. Place items in their designated areas, make sure the deadbolt is locked and toss the storage room key under the door (out of reach).

Tour Directors play a crucial role in our operations, and we appreciate all that you do.

THANK YOU!