



# Day Visits to Moraine Lake

## CAN I DRIVE TO MORaine LAKE IF VISITING FOR THE DAY?

Moraine Lake Road is closed to personal vehicles. To access Moraine Lake, you will need to utilize the Parks Canada Shuttle, Roam Public Transit, Fairview Limousine, Mountain Park Transportation, or another commercial bus.

## HOW DO I PURCHASE A TICKET ON THE PARKS CANADA SHUTTLE?

Reservations for the shuttle can be purchased online at <https://reservation.pc.gc.ca> under the 'day use' tab or by phoning 1-877-737-3783. Reservations will be available starting on April 13th. Additional seats will be released at 8:00am two days prior to the departure day.

## DO I NEED AN ACCOUNT TO PURCHASE A SHUTTLE TICKET?

Yes, you require an account in order to use the Parks Canada Reservation Service. It is recommended that you create your account in advance of purchasing your ticket for a smoother and quicker purchasing experience.

## THE PARKS CANADA SHUTTLE TICKETS ARE SOLD OUT, WHAT NOW?

April 14th, 40% of the entire season's tickets are available for booking. The remaining 60% will be released on a rolling window at 8:00am two days before departure day. Additionally, there are other commercial transportation companies who offer services to Moraine Lake.

## DOES MY NATIONAL PARK PASS INCLUDE MY SHUTTLE TICKET?

Your National Parks Pass entrance fee does not serve as a shuttle ticket and your shuttle ticket does not serve as a National Park Pass. Your National Park Pass must be purchased separately.

## CAN I BOOK A SPECIFIC TIME FOR THE PARKS CANADA SHUTTLE?

Tickets are available for a one-hour window. Guests may show up anytime during that hour.

## DO THE SHUTTLES OPERATE IN MAY?

Moraine Lake Road opens on June 1st. There will be no shuttles prior to that. The shuttles operate from June 1st to October 9th.

## WHERE DO I GET ON THE PARKS CANADA SHUTTLE?

The shuttle operates from the Park and Ride which is located at the Lake Louise Ski Resort.

## DO I HAVE TO PAY FOR PARKING AT THE PARK AND RIDE?

No, parking at the Park and Ride is free.

**HOW MUCH ARE THE PARKS CANADA SHUTTLE TICKETS?**

Adult tickets are \$8.00

Senior tickets (65+) are \$4.00

Youth (17 and under) are free but still need to be reserved for

There is a \$3.00 booking fee for reservations made online and a \$6.00 booking fee for reservations made over the phone.

**CAN I VISIT BOTH MORAINÉ LAKE AND LAKE LOUISE WITH ONE TICKET?**

Yes, your ticket is valid to visit one or both lakes in the same day. You purchase a ticket for the lake you would like to visit first, and then take the Lake Connector Shuttle to transport between the two lakes. Your ticket includes return shuttle service from either lake back to the Park and Ride.

**DO I NEED A RESERVATION ON THE LAKE CONNECTOR BUS?**

There are no reservation for the Lake Connector Shuttle, it is available on a first come, first serve basis. You need a valid shuttle ticket in order to ride the Lake Connector Shuttle.

**WHAT TIME IS THE FIRST SHUTTLE TO MORAINÉ LAKE?**

The first shuttle to Moraine Lake departs from the Park and Ride at 6:30am and operates every 20 minutes.

**WHEN IS THE LAST SHUTTLE TO MORAINÉ LAKE?**

The last shuttle to Moraine Lake departs the Park and Ride at 6:00pm.

**WHEN IS THE LAST RETURN SHUTTLE FROM MORAINÉ LAKE?**

The last shuttle leaving Moraine Lake is at 7:30pm.

**HOW LONG DOES THE SHUTTLE TO MORAINÉ LAKE TAKE?**

The shuttle to Moraine Lake takes approximately 25 minutes from the Park and Ride.

**CAN I DRIVE MY CAR TO LAKE LOUISE AND THEN TAKE THE SHUTTLE TO MORAINÉ LAKE?**

No, your shuttle trip must begin and end at the Park and Ride at the Lake Louise Ski Resort.

**I AM STAYING IN LAKE LOUISE AT A HOTEL / THE CAMPGROUND, WHERE DO I GO TO GET ON THE SHUTTLE?**

Leave your car at your accommodation and take the Park and Ride Connector bus to the Park and Ride. You can then connect with your shuttle. There is a bus stop located in front of the Campground and in front of Samson Mall. The Park and Ride Connector operates every 30 minutes between 7:00am and 7:30pm. Reservations for this route are not required and the service is free of charge.

**ARE THE PARKS CANADA SHUTTLES WHEELCHAIR ACCESSIBLE?**

At this time, Parks Canada Shuttle buses have limited accessibility. Vehicles with a blue accessible parking placard will be granted access to Moraine Lake and Lake Louise parking lots. Placards must be clearly displayed for control personnel to see.

**CAN I BRING MY SERVICE PET ON THE PARKS CANADA SHUTTLE?**

Certified assistance animals are allowed on board at no additional cost. Verification of training and certification is required.

**CAN I BRING MY PET ON THE PARKS CANADA SHUTTLE**

All pets must be crated in a secure and clean carrier designed and intended for the carrying of animals

**CAN I BRING MY WATERCRAFT ON THE PARKS CANADA SHUTTLE?**

There is a limited space available on the shuttle to accommodate inflatable paddleboards, packrafts, inflatable kayaks and small hard-sided kayaks. There is no space to accommodate larger kayaks and canoes. Canoe rentals are available at Moraine Lake.

**CAN I BRING A STROLLER OR LARGE BACKPACK ON THE PARKS CANADA SHUTTLE?**

Yes, the shuttle can accommodate these items.

**HOW CAN I ACCESS PARADISE VALLEY TRAILHEAD?**

If camping in Paradise Valley, show your backcountry camping permit to the Parks Canada staff at the Park and Ride. A special Paradise Valley ticket will be issued to you to show to the shuttle driver. If day hiking in Paradise Valley, there are a limited number of first-come first-serve seats available on the Parks Canada Shuttle available. On the day of your hike, visit the Parks Canada staff at the Park and Ride. If there is availability, you will receive a special ticket to show the shuttle driver. .

**WHAT IF I WANT TO VISIT MORaine LAKE OUTSIDE OF THE PARKS CANADA SHUTTLE HOURS?**

If you are needing to access Moraine Lake outside of the Parks Canada Shuttle hours of operation, you will need to arrange private transportation such as a taxi or shuttle. Fairview Limousine and Mountain Park Transportation offer service between Lake Louise and Moraine Lake. For a full list of transportation operators please visit: <https://www.banfflakelouise.com/louise-moraine-transportation>

**CAN I WALK TO MORaine LAKE?**

Walking to Moraine Lake from Lake Louise is not recommended as it is approximately a 28km round trip with moderate elevation gain. There is no pathway along Moraine Lake Road.

**CAN I BIKE TO MORaine LAKE?**

Yes, you can bike to Moraine Lake. Moraine Lake road is narrow and has no shoulders There are still buses and commercial vehicles using Moraine Lake Road; it is recommended to use caution when riding on Moraine Lake Road. Bike racks are available at Moraine Lake.

**CAN I PARK AT THE BASE OF MORaine LAKE ROAD?**

No, there is no parking permitted at the base of Moraine Lake Road at the Lake Louise Drive junction.

**IF I WALK TO BIKE TO MORaine LAKE, CAN I TAKE THE SHUTTLE BACK DOWN?**

All riders on the shuttle must have a valid shuttle ticket. There are no bike racks available on the shuttles, however there is limited space for bikes to be stored underneath in the cargo compartment. It is a 14km one-way trip to Moraine Lake.

**WHAT IF I MISS THE LAST SHUTTLE DOWN?**

Parks Canada takes great care to ensure that no visitors are left stranded at Moraine Lake. Shuttle times are clearly communicated online, through on-site signage, and on the shuttle tickets themselves. Visitors are strongly encouraged to keep an eye on the time and ensure they do not miss the last shuttle. In the event that visitors return later than planned and miss the last shuttle, they are responsible for their own return to the Park and Ride lot. Cell service is available approximately 5km from the lake, down Moraine Lake Road. Parks Canada is investigating additional options for emergency communications located at the lake. Visitors returning later than the last shuttle to the Park and Ride lot should note that access to Whitehorn Drive is restricted using a permanent gate between 8:00pm and 6:00am. Vehicles cannot be retrieved during this time period.