

# Escorted Tour Essential Rockies & West Coast (Westbound)

Calgary, AB, Canada



Product Code:

DM ET -ROBYYC

## FAQ

- **Should we purchase Travel Insurance to join this tour?** Highly recommended. We require clients to provide us a signed Liability Waiver in the event you choose to decline our offer to sell Travel Insurance. DMCi sells Manulife Travel Insurance to residents of Ontario. Please check with us for rates. Residents of other provinces as well as those coming from overseas must purchase Travel insurance in the province/country where they reside.
- **Is this tour an Escorted Tour with a Tour Director?** Yes. This is a fully Escorted Tour with a Tour Director. Our Tour Director will be with you from Day 2 to Day 6.
- **Are there fixed departure dates for this tour?** Yes. The tour departs on fixed dates as published on our website.
- **Is this tour available in the reverse direction starting from Vancouver?** Yes. This tour is available in the opposite direction. Please visit our website for more information.
- **Is this tour customizable?** No.
- **Will I be sitting with the same group of people on this tour Escorted Tour?** Yes. There will be other members on this tour.
- **What size of coaches are used for transfers and tours?** We use 56-, 33- 24-seater and 14-seater coaches depending on the size of the group. We also use smaller vehicles where the head count is ten or less.
- **Seating on your tour coach** – The first two seats on the coach are blocked away for the tour director and guide. In order that everyone on the coach has a pleasant tour experience, we have a mandatory seat rotation policy on our motor coaches which will be organized by your Tour Director. Seats for each day will be assigned by your Tour Director.
- **Toilets on the Tour Coach** – Our 56-seater Tour Coaches come with a toilet. Other vehicles we use do not have a toilet in them. Toilets are for only emergency use. The tour coach will make periodic restroom stops for your convenience.
- **How many pieces of luggage am I allowed to bring on the tour?** Each client is limited to one standard airline suitcase and one handbag. No luggage is allowed inside the cabin of the coach.
- **About Sightseeing** - Sometimes, your tour dates run into religious holidays, national celebrations, marathons, etc. Occasionally, some monuments and sites and tour routes may be closed by authorities without a prior notice. On such occasions, the tour itineraries will be amended to reflect these closures. As well, occasionally, due unforeseen circumstances including weather conditions, there may be last-minute changes, sometimes after arrival, which may affect the sequence of the tour and locations visited. National monuments and tourist sites regularly undergo renovations, which can obscure views. We will

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not cancel any tour due renovations. However, we may decide to amend the itinerary if such conditions prevail for your comfort and safety.

- **Will I be met on arrival at Calgary International Airport (YYC) at the start of the tour?** No. You must make your own way to your tour group hotel in downtown Calgary. Metered cab and Ride Shares are available right outside the arrival hall. A typical UBER Ride from YYC Airport to your hotel will cost approximately CA \$ 40.00.
- **When will the Tour Director meet with us?** The Tour Director will meet with you in the lobby of your hotel at 7 PM on Day 1 of the Tour. Those who are unable to attend this meeting, can meet with the Tour Director on Day 2.
- **What time would the tour depart on Day 2?** The tour will start at 9 AM on Day 2. So, if you have not met your Tour Director the previous day, you must meet him in the lobby of the hotel at 8:30 AM on Day 2.
- **Will the Tour wait for us if we are running late?** No. We respect every client who has paid to be on our tour and therefore we must keep to the timings. Hence, we are unable to wait for any late comers. Late comers will miss the portion of the tour. No refund or substitute tour will be provided if you have missed any part of the tour.
- **Departure transfer from hotel in Vancouver to (YVR) Vancouver International Airport? Is this included?** No. Departure transfer is not included. You should book a cab (we recommend you book same previous day through your hotel's Concierge Desk). Alternatively, you can hail one of the share rides. Depending on the traffic, the ride to the airport from downtown Vancouver is between 30 to 40 minutes.
- **Does the hotel in Vancouver offer a shuttle to YVR Airport?** Yes. The hotel in Vancouver offers a complimentary scheduled shuttle transfer to YVR Airport. You must reserve your spot on the shuttle with the hotel's front desk 24-hours prior.
- **Gratuities** – For your convenience, we have already included the gratuities for driver and tour guides in your package. The only gratuities you must budget for will be for the Tour Director. Suggested tip would be CA \$ 10 / US \$ 8 per person per day.
- **Would we require a credit card to check-in at confirmed group hotels?** No. However, you will not be able to order any room services unless you leave a credit card authorization with the Front Desk.
- **What is the hotel check-in and check-out times?**
  - Check-in: 4 PM
  - Check-out: 11 AM

Early Check-in and Late-Checkouts require prior approval by the hotel. Additional charges, possibly an additional night charge will apply.

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▪ **What is the check - in time for flights in Canada?**

- **Domestic** – 60 minutes.
- **Trans-border** – 2 hours.
- **International** – 3 hours.

▪ **Canada Park Fees – Are Park Fees included in our Tour Package?** – Yes. All park fees are included in the tour package.

▪ **Cell Phones & Calling Cards** - You may want to carry your cell phone while traveling. Check with your cell phone provider if your phone will work in the destination(s) you are visiting.

▪ **Wi-Fi Access** – Most hotels in Canada offer free Wi-Fi in the public areas and some even offer complimentary Wi-Fi in their rooms. We are not offering Wi-Fi on the tour coach.

▪ **Climate & Clothing** – The weather in Canada varies according to where you are in the country. May and even parts of June are still cool, and we recommend warm clothing. We would also recommend packing a foldable umbrella. Summer temperatures could soar to 27 degrees. If you are planning to book the optional Whale Watching tour in Victoria, you must wear warm clothing as it gets cold on the water even in summer months.

Make sure to wear comfortable walking shoes as there is some bit of walking on some of the tours.

**Clothing recommended –**

December to April	May & June	July to September	October & November
Warm winter clothing including gloves, toque, scarf, and warm jacket.  Practical footwear – warm, waterproof, and with a good tread.	Light warm clothing such as sweater, warm jacket, scarf, etc.  Practical footwear – warm, waterproof, and with a good tread.	Comfortable Clothing.  A warm jacket, sweater or similar as a backup.  Comfortable waterproof footwear.	Light warm clothing such as sweater, warm jacket, scarf, etc.  Practical footwear – warm, waterproof, and with a good tread.

▪ **What should I Pack besides warm clothing?** We recommend you pack

- Foldable umbrella.
- A coffee-mug. many hotels in Canada these days offer only styro-foam/paper cups.
- A water bottle.

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- **Am I allowed to bring my own food/beverages on board the tour coach?** No Food or Beverages will be allowed inside the cabin of our Tour Coaches. Bottled water is allowed in the coach.
- **Is it ok to drink Tap Water in Canada?** Yes. Canadian drinking water supplies are generally of excellent quality.
- **Travel Documents** – If you are not a Canadian citizen or permanent resident, you will require a valid Passport, and possibly a Visa and other travel documents to travel to Canada. Please check with the Canadian Embassy/High Commission or Canadian diplomatic mission near you to confirm whether you require a Visa to travel to Canada.
- **Canadian citizens** – will be required to present a valid government photo-id such as a valid Passport or Driver's License at check in. The photo-id will be required at the time of hotel check-in. The Photo-id must be in the name of the person in whose name the booking has been created with us.
- **Passport Validity** – Your passport should be valid for at least six months from date of your expected departure from Canada. This requirement may vary by nationality.
- **Second piece of Photo ID** – Some establishments require you to produce a second piece of photo ID. You should therefore carry a second piece of ID issued by your government in addition to your passport.
- **Currency in Canada** – Canadian Dollars. We suggest you carry Canadian \$. Foreign visitors are requested to carry Canadian Currency when travelling to Canada for their convenience. Although other currencies are accepted, carrying Canadian currency is recommended. Currency exchanges are not necessarily easily accessible and changing foreign exchange at hotel check-in desks always works against the financial interests of the visitor.
- **Credit Cards** – Master Card and VISA are widely accepted. Occasionally, you will find some establishments will not accept American Express credit cards.
- **Languages spoken in Canada** – Canada – English & French are the official languages. However, on your tour itinerary in Rockies and Western Canada, you will find very few people speaking French.
- **Electricity** – 110 volts. We recommend you bring a converter for your 220 V appliances. Buying same while on the tour may not be feasible.
- **Plug Type** – In Canada, the electric wall outlets where the plugs go are for types A and requiring two and three prong plugs like in the United States. If you are travelling from jurisdictions, please make sure to bring along adapters that will allow you plug into our and three prong electric wall outlets. Adapters are not easily available locally.
- **Medication and prescriptions** – Please carry sufficient medication for the duration of your trip. Buying medication in Canada, will require a prescription from a Doctor licensed to practice in Canada. Keeping



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your current prescriptions and Doctor's information handy will be helpful in such circumstances. Doctors require prepayment with a credit card before consultation.

- **Carry your Prescription Medications in your cabin luggage.** We request you pack your prescription medication in your hand baggage for easy access during the tour.
- **Health and Hygiene Products** - The most crucial part of your luggage includes a well-packed first-aid kit, toiletries, and sanitation products.
- **Post Covid-19 Precautions** - We recommend you carry with you face masks and gloves as a precaution.
- **Are your tours accessible friendly?** Unfortunately, our tours are not recommended for clients who need accessible services.
- **Restricted and Prohibited Goods** - below are a list of items prohibited entry into Canada
  - Firearms and weapons.
  - Food, plants, animals, and related products.
  - Explosives, fireworks, and ammunition.
  - All kinds of hallucinogenic drugs and substances.
  - Restrictions on the import of Tobacco, Alcohol by visitors for personal use apply.
- **Will I see wildlife on these tours?** There is a chance of seeing wildlife on the tour and we often spot animals, however we do not guarantee seeing wildlife on any of our tours. Our guides have a lot of knowledge about the animals within the Canadian National Parks and can fill you in about them if you see any wildlife or if you have any questions.
- **Wild Animals - Is it safe to approach wild animals? Is it safe to touch them if they behave friendly? ABSOLUTELY NO.** Neither should you get out of your vehicle to photograph them even if they seem to be calm and even friendly.
- **What is your policy should our flight be cancelled and therefore we are unable to join the tour?** - DMCi Inc. is responsible only for services booked through us. Therefore, your inability to travel or join the tour on time due any reasons including but not limited to delayed/cancelled flights, denied boarding, delayed/cancelled visas, health conditions, death in the family, etc. are not reasons for a refund or a substitution tour. If you are unable to join the tour or fail to join the tour on time, no refund/substitution tour will be provided. All such circumstances should be covered by your Travel Insurance.

Note

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1. The Federal and/or Provincial health authorities may require that clients be double vaccinated and produce a vaccination certificate on demand. Please refer to [Health Canada](#) site for most up to date information in this regard.
2. Federal, Provincial, Municipal Health Authorities and/or certain service providers may require clients to wear a face mask.
3. We recommend clients carry a digital/paper copy of their Vaccination Certificate on person to be produced on demand.

**For More Information on this Tour Package, Operating Dates & Tariffs,**

Contact our Destination Specialist @

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