

FIT (Independent Touring) – Multi Destination Tour Best of the Rockies & West Coast with VIA



Calgary, AB, Canada

Product Code:

DM-MDT- BSTROCWCVI

FAQ

- **Is this tour an Escorted Tour with a Tour Director?** No. This is not an Escorted Tour with a Tour Director. Some services offered on an escorted tour such as check-in assistance by a dedicated Tour Director, etc. are therefore not offered on our Multi Destination Tours. Commentary on sightseeing tours will be either a pre-recorded commentary or narrated by your driver-guide in English.
- **Are there fixed dates of departure for this tour?** The tour departs every day of the season. There is no such thing as tour departs only on certain fixed days like on a fully escorted coach tour.
- **Is this tour customizable?** Absolutely yes. This tour is fully customizable. Additional costs may apply depending on how much customization is required.
- **Will I be sitting with the same group of people on this tour like on a Escorted Tour?** No. The participants one each of the tour may vary.
- **Will I be picked up from my hotel for the tours?** In most cases yes. This information will be provided to you along with the confirmations. If you have to travel to a tour pickup point, its is never more than 15 minutes by cab or Uber.
- **What size of coaches are used for transfers and tours?** We use 56-, 33- and 24-seater coaches for our tours and transfers.
- **Where is the Brewster Express desk located in the Calgary International Airport?-** For pick up at the Calgary International Airport, please proceed to Lane 23 (which is located outside across from exit door #7 and the Tim Hortons on the arrivals level). Your bus will arrive approximately 15 minutes prior to your departure time and your driver will check you in. As per AHS guidelines, you must wear your mask while onboard and maintain social distancing.
- **What happens if my flight arrives at the Calgary airport late and I miss my transfer?** - Guests can catch the next available transfer. We recommend providing your flight details upon booking so that our staff can anticipate any changes and ensure you will be well accommodated.
- **How long does it take to get from Calgary to my hotel in Banff?** – Approximately 2 hours.
- **Are the transfers direct or will there be stops along the way?** - All transfers are direct with limited stops for pick-up and drop-off at the major hotels.
- **Canada Park fees - Is it free to enter Banff and Jasper National Parks?** - No. Parks Canada requires all adult visitors to Canada's national parks to buy a permit for the duration of their stay to support visitor services and facilities. The park pass typically costs \$ 10.50 per person per day of stay in the Banff and National Park.

2074 Steeles Avenue E, Unit 1 & 2, Brampton, ON, L6T 4Z9

www.dmci.ca

Phone: (416) 425 8001 | Toll Free: 1-833-621-0750

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- **Banff Tour and Yoho National Park Tours (Day 2 & 3) – Will we be picked up from the hotel?**
– Typically, hotel pick up is offered most Banff hotels. This information will be provided at the time of confirmation of your tour package.
- **Icefield Parkway Tour from Banff to Jasper (Day 4) – Should I wear warm clothing?** - Warm layers are recommended for the Columbia Icefield Adventure, as temperatures on the glacier can be significantly cooler. Sunglasses are also recommended for the Columbia Icefield Adventure to reduce the brightness of the sun's reflection on the glacier.
- **Will the tour bus transport my luggage from Banff to Jasper** – Yes. You are allowed one piece of luggage per person.
- **How long is the train journey from Jasper to Vancouver?** – The journey of about 00 km is completed in approximately 19 hours.
- **What kind of accommodation is included on VIA Rail in this package?** We offer a choice of Cabin for one or two persons or upper Berth/Lower Berth sleeping accommodations.
- **Are washroom and shower access available on VIA Rail Trains?** - All the cabins have a washroom. Complimentary towels and toiletries are also offered. At the end of your car, you always have exclusive access to a shower room.
- **Are meal service and snacks included** - Try our three-course gourmet menu with dishes cooked on board the train. At each meal, you can choose among three dishes. If you have dietary requirements, you can order a special meal.
- **Beverages on board** - Hot drinks and snacks are available free of charge, 24 hours per day. You can also purchase alcoholic beverages at affordable prices on board the train.
- **Where do I go to board the Vancouver to Whistler Transfer** – You can board the transfer coach at the Pacific Central Station, which where your VIA Rail arrives at from Jasper.
- **Vancouver to Whistler coach transfer - will I be dropped off at my hotel in Whistler?** No. You will be dropped off at Whistler Village Centre (Gateway loop) or Whistler Creek Village, whichever is your choice.
- **Whistler to Vancouver coach transfer - will I be picked-up from my hotel in Whistler for my transfer back to Vancouver?** – No. Clients must report to boarding point at Whistler Village Centre (Gateway loop) or Creekside for the transfer back to Vancouver.

Note – Whistler Village Drop Off and Pick up points –

- Creekside - outside of Legends Hotel at the bus stop on London Lane.
- Whistler Village - Meet at Whistler Gateway loop next to the Whistler Visitor Centre.

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- **Where will I be dropped off in Vancouver on arriving from Whistler?** You have the choice of being dropped off at Burrard Skytrain Station, or Pacific Central Station in downtown Vancouver.
- **Will I be picked up from my hotel for my tour transfer to Victoria?** Yes. Hotel pickup is offered from most downtown Vancouver hotels.
- **Are the BC Ferry Tickets included in my Tour Package –** Yes. BC Ferry tickets are included in the cost of the tour package.
- **Am I allowed to stay in the coach while on the Ferry?** Not. You are required to leave the vehicle, take your valuables with you once you are parked on the ferry's deck, proceed to the seating area on the upper decks. Announcements will be made on arrival at destination for you to return to your vehicle. When leaving the vehicle to go upstairs to the deck, please note the painted image on the door through which you enter the stairwell. You must return to the same door to reach your vehicle without getting lost.
- **Can I buy refreshments and food on the ferry?** Yes. The ferry is equipped with both convenience stores as well as a full restaurant.
- **How long is the ferry ride to Victoria?** The ferry departs from Tsawwassen Ferry terminal on the mainland (in Vancouver) and sails to Swartz Bay on Vancouver Island (Victoria). The sailing is approximately 90 minutes each way.
- **Will I be picked up from my hotel for my transfer from Victoria to YVR International Airport?** No. You must one of the downtown pick-up points or the Bus Depot, whichever is closest to your hotel. This information will be shared with you at the time of booking confirmation.
- **What should I wear on this tour?** We always recommend that you bring layers with you, even on those warm summer days since some sightseeing stops will be a little cooler than others. Wear some good walking shoes with grip; bring your camera, sunscreen, and some light snacks.
- **Are your tours wheelchair accessible?** - No. Unfortunately, the motorcoaches are not wheelchair accessible.
- **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 park 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.
- **Would the client require a credit card to check-in** at confirmed hotels, lodges, and inns? Yes. Clients are required to present a Credit Card n their name at check-in. Hotel will typically take an authorization

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on the credit card for between \$500 and \$750 per stay to cover room incidentals and any damage to property. The authorization will auto-cancel within 72 hours of check-out less any incidentals or other charges relating to the room.

▪ **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.

- **What is your policy should our flight be cancelled or delayed 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

1. The Federal and/or Provincial health authorities may require that clients are 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 @

Email: sales@dmci.ca

Phone: +1 (416) 425 8001 extn 1

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