

FAQ

- **Do clients require a Driver's License?** - Clients operating the rental car must be in possession of a driver's license valid for operating the vehicle in Canada.
- **What kind of information is required to book my rental car?** We will need your first and last name as on your Driver's License.
- **What should be the minimum age of person driving the rental vehicle?** Clients and must be at least 21 years of age.
- **Is Insurance for the Rental Car included (Collision Damage Waiver/ Loss Damage Waiver with \$ 500 deductible)?** No. Insurance for the Rental Car is not included. We offer this as an optional Add. The CDW/LDW Add-on Package should be purchased at the time of making your reservations. Please check with us for rates that are inclusive of CDW/LDW Package.
- **What kind of documentation should I present to pick up my rental car?** You will need to present a valid Driver's License (valid in the province in Canada where you will pick up to your rental car). If there is a second driver, such person should also have a valid driver's license. You will also need to present a valid credit card. If you are an overseas resident, you will be required to present a second piece of valid Government issued photo-id such as a passport.
- **Do clients require a credit card to rent the confirmed rental vehicle?** Yes. The person in whose name the vehicle is being rented must be in possession of a credit card in his/her name. Clients are required to present the credit card along with their driver's license to rent the car.
- **Would the car rental company require a deposit to pick up the rental vehicle?** - No. However, the rental company would take an authorization for between \$300 and \$750 (depending on the location) to cover any damages, unpaid tolls, fines etc. The authorization will typically auto-cancel within 72 hours of the car being returned to rental deposit on time and in good order. Car Rental companies typically will not accept cash in lieu of credit card.
- **Am I allowed to drive my rental car into the United States?** You can. However, if you plan to drive into the United States, this intent should be brought to our notice at the time of reservations so we can alert the rental company and secure necessary approval.
- **Do rental Car contracts run on a 24-hour contract?** Yes. Car rental contracts work on a 24-hour cycle. Your car should be return at or before the drop-off time printed on your rental contract provided to you at the time of pick-up of your rental vehicle. Please make sure to review rental contract, especially the drop off date, time and drop off location before you proceed to the lot to pick up your rental vehicle.
- **Can I pick up my rental car in Canada and drop same off in the United States?** No. The car has to be returned to the drop off point in Canada as confirmed on your reservations.
- **Are Child Seats/Infant Seats available?** Child/Infant Seats must be booked at the time of making your reservations. Child/Infant Seats are subject to availability. We recommend you bring your own Child/Infant seats.
- **Would I require a credit card to check-in at confirmed hotels, lodges, and inns?** Yes. Clients are required to present a Credit Card in their name at check-in. Hotel will typically take

an authorization 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. The hotels will also require you to present a valid Government issued photo id such as a passport or driver's license. The name on the reservation should match the name on the photo-id you present.

▪ **What is the hotel check-in and check-out times?**

- Check-in: 4 PM
- Check-out: 11 AM

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

- **What is the 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.
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For More Information on this Tour Package, Operating Dates & Tariffs,

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