

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 an Escorted Tour?** No. The participants on each of the tour may vary.
- **Do I have to exchange my tour voucher for the tour tickets?** Yes. You must report to the ticket box office in Times Square and exchange your voucher for the Hop on Hop off Tour for tour tickets. The address of the Box Office will be provided to you with your tour confirmations.
- **Will I be picked up from my hotel for the tours?** No. You must make your own way to the tour joining point in midtown Manhattan (Times Square). This information will be provided to you along with the confirmations.
- **How far is the tour boarding point from my hotels in midtown Manhattan?** Your midtown hotels are 15-to-20-minute car ride from the tour boarding point. You can get there by a metered cab or by Uber.
- **How do I get to Midtown Manhattan from Secaucus, NJ?** There is a direct train that runs from Secaucus to Penn Station in midtown Manhattan. The train station is about a 7-minute cab ride from your hotel in Secaucus. NJ Transit operates a frequent train service from Secaucus to Penn Station and costs no more than \$6 each way. Alternatively, there is also a frequent bus service from Secaucus Junction Bus Plaza to Port Authority Bus and back. The bus takes about 48 minutes and there is a pickup point around the corner from the hotel in Secaucus. Bus fare again is around \$6 each way. Train is the recommended mode of transportation. From Penn Station, it's a 15 to 20-minute cab/Uber Ride. Metered Taxi ranks are available just outside the train station.
- **What size of coaches are used for tours?** We use Double decker buses, 56-, 33- and 24-seater coaches depending on the tour.
- **Arrival and Departure transfers in New York** – We offer this service as an optional supplement.
Alternatively, you may avail the taxi service available at the airports. Metered Taxis are available right outside the Arrival Hall. You may also call for any of the shared ride services such as Uber.
- **Do I have to pay a Resort Fee?** - A Resort fee of approximately US \$ 30 is applicable at both New York Marriott Marquis and at Millennium Hotel Broadway Times Square.

- **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 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.
- **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.

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

Contact our Destination Specialist @

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