
New York, A Taste of the Big Apple!

05 Days | 04 Nights

New York, NY

Tour Operates: 01 JAN to 31 DEC 2024

DM-CT NYCAPPL

FAQ

- **Is this tour customizable? Yes. This tour is 100% customizable. You may**
 - Increase or reduce the number of days.
 - Change the itinerary to suit your idea of the tour.
 - Add or take away experiences.
 - Upgrade Hotel, Hotel Room category.
 - Choose to stay in quaint little Inns and Bed & Breakfast instead of hotels at some of your overnight destinations.
- **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 Independent 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?** No, our tour doesn't have just a few specific days when it leaves. It leaves every day during the season, so you can pick any day you like to start your adventure!
- **Will we be with the same group of people throughout this tour, like in an Escorted Tour?** No. On this tour, the people you travel with may change. You won't always be with the same group of people like you would be on an Escorted Tour.
- **Are arrival and departure transfers included in this package?** No. We offer this as an optional add-on service. Metered cabs and rideshares such as UBER are available at all of NE works airports including Newark Liberty, (EWR).
- **Will someone come to my hotel to pick me up 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.

- **Is it necessary to sign a Waiver to participate in your tours?** In most cases, signing a Waiver is not required. However, if your tour package includes a tour component that is considered a soft adventure activity, you will be obliged to sign a Liability Waiver issued by the operator of that particular tour or activity. This requirement will be clearly indicated on your tour voucher. Additionally, for all participants under the age of 18, a parent or legal guardian must sign the Waiver on their behalf.
- **Are there any specific dress code requirements for participating in the tours?** There is no formal dress code for our tours. However, we do request that clients dress modestly and appropriately according to the local weather conditions. For soft-adventure tours, there are strict dress code guidelines that must be followed for safety purposes. These specific requirements will be communicated to you at the time your tour is confirmed.
- **Size of Coaches for Transfers and Tours - What are the sizes of the coaches used for transfers and tours?** For our transfers and tours, we use coaches of different sizes. Depending on the tour and the number of people, you might be on a big coach with 56 seats, a medium-sized one with 33 seats, or a smaller coach that has 24 seats.
- **Is it mandatory to present Service Vouchers received from DMCi for availing confirmed services during our tour, including hotel accommodations and tours?** Yes, it is mandatory. To avail of the services confirmed for your tour, including hotel accommodations and tours, you must present a digital or printed copy of the Service Voucher provided to you by DMCi or your travel agent at the time-of-service confirmation. Failure to present this voucher may result in denial of services. Please note that in such circumstances, no refunds, substitutions, or alternative tours or services will be provided.
- **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.
- **Do clients need a Credit Card for Hotel Check-Ins?** It is mandatory for clients to provide a credit card under their name when checking in at hotels, lodges, and inns. The hotel typically places an authorization hold of \$500 to \$750 on the card for incidental expenses and possible damage. This hold is released within 72 hours after check-out, deducting any incurred charges.
- **Can we use Cash or a Debit Card instead of a Credit Card at Hotel Properties?** It is important to note that most of our hotel properties do not accept cash or debit cards as a substitute for a credit card. Guests are strongly advised to ensure they have a valid credit card available for use during their stay.
- **Do guests need to provide a Photo-ID during Hotel Check-In?** Absolutely yes. At the time of check-in, clients are required to present a government-issued photo-ID, such as a passport or driver's license. Please be aware that other forms of government-issued photo-IDs, like a Social Insurance Number card, health card, citizenship card, etc., may not be acceptable.
- **Do I have to pay a Resort Fee?** - A Resort fee of between US \$ 30 and US \$ 40 is applicable at most New York Hotels. Resort fees have to be paid directly unless is already included in your tour package "Inclusions".
- **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 the policy in case your client's flight gets cancelled or delayed, or if they are unable to travel and join the tour for other reasons?** – DMCi Inc., our service providers, employees, contractors & sub-contractors etc. are responsible only for services booked through us. Therefore, your client's 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, refused admission into the country at the point of entry, health conditions, death in the family, etc. are not reasons for a refund or a substitution tour. If your client/s are unable to join the tour or fail to join the tour on time, no refund/substitution tour will be provided. DMCi Inc. is not responsible for any disruptions caused because of weather, traffic, road conditions, etc. All such circumstances should be covered by their Travel Insurance.

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

Contact our Destination Specialist @

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