

Deposit & Payment Policy

- 22 -days or more prior to start date of tour – Deposit of Canadian \$ 250 per person.
- Full payment required 21 days prior to start date of your tour.

Change & Cancellation Policy

- 22-days or more prior to start date of tour – Refundable less \$50 per person Service Fee.
- 21-days or less – 100% non-refundable.
- No Show – 100% non-refundable.
- Unused Services - non-refundable.

What Is Defined As A Change?

- A change is defined as any of the below or a combination thereof.
- Correction of a name/s.
- Change of name/s.
- Change of a departure date. Changes within the Change/Cancellation Deadline are subject to applicable Cancellation Penalty.
- Change or alteration in room requirements. Such changes may be subject to additional charges based on the revised room requirements and type of rooms. Changes within the Change/Cancellation Deadline are subject to applicable Cancellation Penalty.
- All changes are possible only if accepted by the supplier, and subject to the applicable fee, availability of inventory and/or supplier’s willingness to effect the requested changes.
- No changes to the booking are permitted once travel has commenced,
- A change of the type of tour is considered a cancellation.

Booking Changes & Cancellation (Other Terms)

Vacation packages are prepared months in advance. Occasionally, one of the advertised services or locations may be modified or may not be available. On such occasions after your booking is confirmed, we may have to make changes to the services that are part of the package. Most often this will be minor, however we may have to make a Major Change before you depart.

Major Change includes:

- change of destination.
- change of time of departure or return by more than 24 hours.
- change of the standard of the accommodation.
- increase in the cost of the vacation package of more than 7% (unless government imposed).
- change of route necessitating other identification or documentation when there is insufficient time to obtain these items before departure; and
- an error in our rates.

If we must make a Major Change, we will advise you and you may:

Independent Touring Packages – USA



Hawaii, “Paradise found”

- Accept the change.
 - Select one of our alternate vacation packages at the applicable price; or
 - Cancel completely and obtain a full refund of the price you paid.
- **Should we purchase Travel Insurance?** Travel Insurance is highly recommended for all clients. If you choose not to purchase Travel Insurance from us, you will need to sign a Liability Waiver, as required by the Provincial Travel Authorities. DMCi Inc. sells Travel Insurance to Ontario residents, but non-residents of Ontario or international clients must obtain Travel Insurance in their respective province, state, or country of residence.
 - **What is the policy in case our flight gets cancelled or delayed, or if we 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, 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 is not responsible for any disruptions caused by weather, traffic & road conditions, flight cancellations, 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 @

Email: sales@dmci.ca

Phone: +1 (416) 425 8001 extn 1

www.dmci.ca