

- **Is this tour customizable?** Absolutely yes. This tour is fully customizable. Additional costs may apply depending on how much customization is required.
- **Do you do multi-island packages?** Yes. We do. Please do check with us for more information, quotes, and availability.
- **Can we select a different hotel for this package?** Absolutely yes. We offer a range of hotel properties in Oahu with a choice of hotel rooms. Please do check with us for more information.
- **Arrival Transfer – will we met on arrival inside the airport terminal?** – No. We will provide you with DMCi Ground Transportation Despatch number. After you have cleared Immigration & Customs and collected your bags, please call the provided number and the driver will direct you to the spot outside the Terminal where you must wait for your pickup.
- **Are the airport transfers private transfer exclusive to us?** The airport transfers are a shared round-trip transport between Honolulu Airport and your hotel. There will be other patrons riding the shuttle bus along with you.
- **Are the airport transfers direct or will there be stops along the way?** – Since this is a shared transfer service, there will be stops for pick-up and drop-off at the major hotels.
- **What kind of Vehicles are used for transfers?** Typically, depending on the size of the group, the operator may use a 10-to-14-seater passenger vans. However, the operator reserves the right to use smaller or larger vehicles when depending on the size of the group to be serviced.
- **Should I reconfirm my return transfer pick-up?** No. We will do this for you. However, if there are any changes to your return plans, you must update us of same at least 3 days prior to you date of service.
- **Will we be picked up from our hotel for the tours?** In some cases, yes. This information will be provided to you at the time of booking. If there is no hotel pick-up, we will provide you information as to where you must be present and at what time for you to join the tour. If you must travel to a tour pickup point, you may use one of the metered cabs or hail one of the share rides such as UBER.
- **How many pieces of luggage are we allowed on our coach transfers?** Our vehicles accommodate only one piece of standard airline check-in bag and one cabin bag per person. No airline check-in luggage is allowed inside the cabin for passenger comfort and safety reasons.
- **Will I be sitting with the same group of people on this tour like on an Escorted Tour?** Not necessarily This is a shared experience, and you will be sharing the tour coach with other participants on this tour. The participants may not be the same each day.
- **What size of coaches are used for tours?** We use Double Decker Buses, 56-, 33- and 24-seater coaches as well as 14-seater Sprinters for our tours.
- **What is the hotel check-in and check-out times?**
  - Check-in: 4 PM

### Hawaii, “Paradise found”

- 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.

- **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.
- **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.
- **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.
- **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](mailto:sales@dmci.ca)

Phone: +1 (416) 425 8001 extn 1

[www.dmci.ca](http://www.dmci.ca)