

## FAQ

- **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 place where you must wait for your pickup.
- **Choice of any two tours? Can we choose our tours after we arrive in Miami?** – No. The choices should be made at the time of booking your tour package.
- **Can we change our choice of tours once they are booked and confirmed?** No. Once the tours are booked and paid for, the same cannot be changed.
- **Will we be picked up from our hotel for Little Havana Food and Walking Tour** – No. your tour pick up and drop off point will be advised to you at time of confirmations.
- **Will we be picked up for from our hotel for Big Bus Miami Hop-On Hop-Off Open Top Tour** – No. Clients can join the tour on any of the tour stop points.
- **Will we be picked up for from our hotel for Miami Combo Tour** - City Sightseeing, Biscayne Bay Cruise and Everglades Airboat Ride - No. your tour pick up and drop off point will be advised to you at time of confirmations.
- **Will we be picked up for from our hotel for Dinner at Hard Rock Cafe Miami** – No. you must make your own way to Hard Rock Cafe, 401 Biscayne Blvd, Miami, FL 33132, USA.
- **Do we get priority seating at Hard Rock Café** – Yes. Our Hard Rock Cafe voucher gets you to the front of the line with priority seating!

**Note** – Children 10 and below are not allowed at this location.

- **Is there a choice of menus we can select form at Hard Rock Café** – Yes. Refer to tour program for more information.
- **Will we be picked up for from our hotel for Miami Panoramic Tour by Night?** - No. your tour pick up and drop off point will be advised to you at time of confirmations.
- **Will we be picked up for from our hotel for Private Segway Tour of South Beach** - No. your tour pick up and drop off point will be advised to you at time of confirmations.

**Will we be picked up for from our hotel for Discover South Beach Golf Cart Tour** - No. your tour pick up and drop off point will be advised to you at time of confirmations.

**Note** – Children 10 and below are not allowed at this location.

- **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

**Miami, FL, USA**

**Product Code:**

**DM-USAMIAFIT**

- 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 @

Email: [sales@dmci.ca](mailto:sales@dmci.ca)

Phone: +1 (416) 425 8001 extn 1

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