

## Miami – Beautiful Beaches, Art, Décor & more

05 Days | 04 Nights

Miami, FL

Tour Operates: 01 Jan to 30 Dec 2024

DM CT-MIA

### 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.
- **Are Airport Transfers included in our Package?** Yes. Private Airport transfers are included in your tour package. Once you have collected your luggage, please contact our driver (cell number will be provided to you 24-hours prior to start of service). Our driver will meet you at the kerb and transfer you to your hotel in downtown Boston. More detailed information will be provided to you in the final confirmation and tour voucher sent to you upon confirmation of your tour.
- **Departure Transfer from Hotel to the Airport.** The driver will meet you at the kerb in front of the hotel. Please note – our drivers are not allowed to leave the vehicle and come into the hotel looking for you. More detailed information will be provided to you in the final confirmation and tour voucher sent to you upon confirmation of your tour.
- **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 picks 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 picks 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 from 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 picks 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 picks 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 picks 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.

- **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 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.
- **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 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.
- **Resort fees** – do we have to pay a Resort Fee at check in? Most Miami hotels charge a Resort Fee of between \$30 and \$40 per night. This fee has to be paid directly to the hotel.
- **What is the hotel check-in and check-out times?**

Check-in: 4 PM

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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.

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### **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)

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