

FIT (Independent Touring) – Multi Destination Tour Best of the Rockies & West Coast with Air



Calgary, AB, Canada

Product Code: DM-MDT-BSTROCWCAI

FAQ

- **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 Multi Destination 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?** The tour departs every day of the season. There is no such thing as tour departs only on certain fixed days like on a fully escorted coach tour.
- **Is this tour customizable?** Absolutely yes. This tour is fully customizable. Additional costs may apply depending on how much customization is required.
- **Will I be sitting with the same group of people on this tour like on an Escorted Tour?** No. The participants one each of the tour may vary.
- **Will I be picked up from my hotel for the tours?** In most cases yes. This information will be provided to you along with the confirmations. If you must travel to a tour pickup point, its is never more than 15 minutes by cab or Uber.
- **What size of coaches are used for transfers and tours?** We use 56-, 33- and 24-seater coaches for our tours and transfers.
- **Where is the Brewster Express desk located in the Calgary International Airport?** - For pick up at the Calgary International Airport, please proceed to Lane 23 (which is located outside across from exit door #7 and the Tim Hortons on the arrivals level). Your bus will arrive approximately 15 minutes prior to your departure time and your driver will check you in. As per AHS guidelines, you must wear your mask while onboard and maintain social distancing.
- **What happens if my flight arrives at the Calgary airport late and I miss my transfer?** - Guests can catch the next available transfer. We recommend providing your flight details upon booking so that our staff can anticipate any changes and ensure you will be well accommodated.
- **How long does it take to get from Calgary to my hotel in Banff?** – Approximately 2 hours.
- **Are the transfers direct or will there be stops along the way?** - All transfers are direct with limited stops for pick-up and drop-off at the major hotels.
- **Canada Park fees - Is it free to enter Banff and Jasper National Parks?** - No. Parks Canada requires all adult visitors to Canada's national parks to buy a permit for the duration of their stay to support visitor services and facilities. The park pass typically costs \$ 10.50 per person per day of stay in the Banff and National Park.

2074 Steeles Avenue E, Unit 1 & 2, Brampton, ON, L6T 4Z9

www.dmci.ca

Phone: (416) 425 8001 | Toll Free: 1-833-621-0750

E-mail: sales@dmci.ca

Tico License # 50011535

FIT (Independent Touring) – Multi Destination Tour

Best of the Rockies & West Coast

with Air



Calgary, AB, Canada

Product Code: **DM-MDT-BSTROCWCAI**

- **Banff Tour and Yoho National Park Tours (Day 2 & 3) – Will we be picked up from the hotel?** – Typically, hotel pick up is offered most Banff hotels. This information will be provided at the time of confirmation of your tour package.
- **Icefield Parkway Tour from Banff to Jasper (Day 4) – Should I wear warm clothing?** - Warm layers are recommended for the Columbia Icefield Adventure, as temperatures on the glacier can be significantly cooler. Sunglasses are also recommended for the Columbia Icefield Adventure to reduce the brightness of the sun's reflection on the glacier.
- **Will the tour bus transport my luggage from Banff to Jasper** – Yes. You are allowed one piece of luggage per person.
- **How long does it take to travel between Jasper and Edmonton?** - It takes approximately 5½ hours to travel from Jasper to Banff. This includes travel time and restroom stops (364 kilometers or 226 miles).
- **Do you offer door-to-door service?** - Yes. We offer pickups and drop offs at all accommodations in Jasper, and all the major hotels in Lake Louise and Banff.
- **What time does the pick-up start in Jasper for transfer to Edmonton?** – Typically, the pick-up starts at 6 AM. Exact pick-up information will be provided at the time of confirmation of services.
- **Where do I go to board the Vancouver to Whistler Transfer** – After you have collected your luggage, proceed to YVR Skylynx Kiosk at the Domestic Arrivals Area across from baggage carousel 6. Make sure to exchange your voucher for the coach transfer tickets. YVR Skylynx Kiosk will guide you to where you can board the tour coach.
- **If we miss the 6 PM Express Coach, is there a coach that operates after 6 PM.** – No. There are no coaches running after 6 PM. You will have to make alternate arrangements to reach Whistler on your own.
- **Will I be dropped off at my hotel in Whistler?** No. You will be dropped off at Whistler Village Centre (Gateway loop) or Whistler Creek Village, whichever is your choice.
- **Will I be picked-up from my hotel in Whistler for my transfer back to Vancouver?** – No. Clients must report to boarding point at Whistler Village Centre (Gateway loop) or Whistler Creek Village for their transfer back to Vancouver.
- **Where will I be dropped off in Vancouver on arriving from Whistler?** You have the choice of being dropped off at Burrard Skytrain Station, or Pacific Central Station in downtown Vancouver.
- **Will I be picked up from my hotel for my tour transfer to Victoria?** Yes. Hotel pickup is offered from most downtown Vancouver hotels.
- **Are the BC Ferry Tickets included in my Tour Package** – Yes. BC Ferry tickets are included in the cost of the tour package.

2074 Steeles Avenue E, Unit 1 & 2, Brampton, ON, L6T 4Z9

www.dmci.ca

Phone: (416) 425 8001 | Toll Free: 1-833-621-0750

E-mail: sales@dmci.ca

Tico License # 50011535

FIT (Independent Touring) – Multi Destination Tour

Best of the Rockies & West Coast

with Air



Calgary, AB, Canada

Product Code: **DM-MDT-BSTROCWCAI**

- **Am I allowed to stay in the coach while on the Ferry?** Not. You are required to leave the vehicle, take your valuables with you once you are parked on the ferry's deck, proceed to the seating area on the upper decks. Announcements will be made on arrival at destination for you to return to your vehicle. When leaving the vehicle to go upstairs to the deck, please note the painted image on the door through which you enter the stairwell. You must return to the same door to reach your vehicle without getting lost.
- **Can I buy refreshments and food on the ferry?** Yes. The ferry is equipped with both convenience stores as well as a full restaurant.
- **How long is the ferry ride to Victoria?** The ferry departs from Tsawwassen Ferry terminal on the mainland (in Vancouver) and sails to Swartz Bay on Vancouver Island (Victoria). The sailing is approximately 90 minutes each way.
- **Will I be picked up from my hotel for my transfer from Victoria to YVR International Airport?** No. You must one of the downtown pick-up points or the Bus Depot, whichever is closest to your hotel.
- **What should I wear on this tour?** We always recommend that you bring layers with you, even on those warm summer days since some sightseeing stops will be a little cooler than others. Wear some good walking shoes with grip; bring your camera, sunscreen, and some light snacks.
- **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. Our guides have a lot of knowledge about the animals within the park and can fill you in about them if you see any wildlife or if you have any questions.
- **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.
- **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.

Note

2074 Steeles Avenue E, Unit 1 & 2, Brampton, ON, L6T 4Z9
www.dmci.ca
Phone: (416) 425 8001 | Toll Free: 1-833-621-0750
E-mail: sales@dmci.ca
Tico License # 50011535

FIT (Independent Touring) – Multi Destination Tour
Best of the Rockies & West Coast
with Air



Calgary, AB, Canada

Product Code: DM-MDT-BSTROCWCAI

1. The Federal and/or Provincial health authorities may require that clients are double vaccinated and produce a vaccination certificate on demand. Please refer to [Health Canada](#) site for most up to date information in this regard.
2. Federal, Provincial, Municipal Health Authorities and/or certain service providers may require clients to wear a face mask.
3. We recommend clients carry a digital/paper copy of their Vaccination Certificate on person to be produced on demand.

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

2074 Steeles Avenue E, Unit 1 & 2, Brampton, ON, L6T 4Z9

www.dmci.ca

Phone: (416) 425 8001 | Toll Free: 1-833-621-0750

E-mail: sales@dmci.ca

Tico License # 50011535