

FAQ

- **Will someone meet us on arrival for our transfer to hotel in downtown San Francisco** – Our driver will meet you at the designated pick-up station at the airport. The information relating to where the driver will contact you will be shared with you at the time of confirmation of the package.
- **On which days does the tour operate?** - The Big Bus tour of San Francisco operates every day of the year.
- **How do I redeem my ticket?** - This information will be shared with you at the time of tour confirmation.
- **Do I need to specify a date of travel?** - Yes –we will ask you to select the date you would like to hop on the bus. If you are touring with us for more than one day, your ticket must be used across consecutive days, and the date you select at time of booking should be the first day of your tour. Some tours also require you to select a time of travel, to guarantee your seat. If your ticket includes extras, you may also need to book additional dates & times for all elements of your ticket after your purchase is complete. See your booking confirmation email for instructions.
- **What time do tours start and how often do buses run?** - The first departure is at 10 AM. There is a bus every 30 minutes.
- **Where can I start the tour?** - You're welcome to join our tours from any stop.
- **How long does the tour take?** -
 - **Day Tour (Red Route):** a full circuit takes about 2 hours if you do not hop off the bus.
 - **Night Tour (Blue Route):** a full circuit takes 1 hour. Please note that the Night Tour is not a hop-on, hop-off tour.
- **What time is the last bus?** - The last bus departs Stop #1 - San Francisco Visitor Center at 5:00pm.
- **How will I know where to get off?** - Our commentary will communicate upcoming stops. You can also download our free App for more information on routes and times, and what to see and do at each stop location.
- **What is the policy on bringing pets?** - No pets are allowed on board the bus, except ADA service animals.
- **What is the food and drink policy?** - No food or alcohol is permitted on board the bus. Non-alcoholic drinks in screw-top bottles are permitted.
- **Is luggage allowed on board the bus?** - No, luggage is not permitted on board the bus at this time.
- **Where do we go to board our tour for Muir Woods & Sausalito?** – You have choice of boarding the tour at
 - 478 Post Street, San Francisco, CA 94102
 - 2805 Leavenworth Street, San Francisco, CA 94133
- **How long am I allowed to stay in Muir Woods National Park?** – 90 minutes.

San Francisco, CA, USA

Product Code: DM-SFOPARONBAY

- **How do I activate my Sightseeing Pass?** - Your Sightseeing Pass becomes activated the first time it is used for admission.
- **How do I use my Pass at attractions?** - Simply present your digital Pass on your mobile phone or printed out Pass at the admission desk at each attraction. They will then scan it and you will be set to go. Redemption varies for each attraction. Remember that some attractions have more than one entry point.
- **Can I visit same attraction more than once?** - No. Passes are only valid at each attraction only will then scan it and you will be set to go.
- **Do I have to make reservations at every attraction?** - Many, but not all of our attractions do not require reservations. When you arrive at the attraction, you will be given the next available entry time. Some tours require a reservation due to limited capacities. Please refer to the individual attraction pages on our website or app for specific booking requirements for individual attractions. Note - Making a reservation will not activate your Pass. Your Sightseeing Pass must still be valid when you arrive. Expired Passes will not be accepted.
- **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.

Note

1. Clients should be double vaccinated and are required to produce a vaccination certificate on demand.
2. If required by the federal/provincial health authorities, clients will be required to wear a face mask in all public places.

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

FIT – USA City Packages

San Francisco – Paradise on the Bay



San Francisco, CA, USA

Product Code:

DM-SFOPARONBAY

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