

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 spot outside the Terminal where you must wait for your pickup.
- **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 this tour. 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. However, our tours are a shared experience. The participants on each of the tour may vary.
- **Will I be picked up from my hotel for the tours?** No. In most cases you will have to reach the tour start point on your own. This information will be provided to you along with the confirmations. If you have to travel to a tour pickup point, our downtown hotels are usually no more than 15 minutes by cab or Uber. If your hotel stay is at an airport hotel or at a hotel away from the downtown core, it can take between 20 and 45 minutes depending on traffic.
- **What size of coaches are used for transfers and tours?** We use Double Decker buses, 56-, 33- and 24-seater coaches for our tours and transfers.
- **How will we know the choice of attractions we will be able to choose from?** The list of attractions as listed under Inclusions changes each month. The choice of attractions will be provided to you at the time of making your reservations.
- **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
 - 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.

FIT – USA Packages

San Francisco, Paradise on the Bay



San Francisco, CA, USA

Product Code:

DM-USA-SFOPAR

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 @

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