

FIT – Multi Destination Tour Quebec Winter Adventures

Montreal, QC, Canada



Product Code:

DM MD-QUBWINADV

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 the tour may vary.
- **Hotel de Glace - Room Access** - Room access is from 9 pm to 9 am. No early check-ins or late check-outs at Hotel de Glace.
- **Room at Hotel Valcartier** - Guests can use the back-up room held for them at Hotel Valcartier. Check in at Hotel Valcartier will be at 4 PM and check out at 11 AM. This means, guests have access to the back-up room at Hotel Valcartier anytime during their stay post check in. Guests must also store all their luggage and belongings in their back-up room at Hotel Valcartier. Hotel de Glace has no facilities to store luggage and belongings.
- **Hotel de Glace – other facts** - The rooms are open to tourists during the day. The bar remains open until midnight, and you might as well put some fire in your belly. Guests are provided with thermal sleeping bags designed to withstand temps as low as -30° Celsius (-22° F). Get on the bed, get into the liner of your sleeping bag and then you get into the sleeping bag, and once you are inside the sleeping bag. You must change your socks before you get into the sleeping bag so there is absolutely no humidity.
- **Will I be picked up from my hotel for the tours?** No. If you have to travel to a tour pickup point, its is never more than 15 minutes by cab or Uber.
- **Does the package include transfer from VIA Rail Station to hotel and back?** – No. Clients must make their own way from VIA Rail Station to their hotel and back.
- **Is transfer from Quebec City to Hotel de Glace in Valcartier included?** No. This is not included. Clients can do this transfer by one of the Ride Share programs or by cab.
- **How long is the ride form Quebec City to Hotel de Glace in Valcartier?** Valcartier is situated 36 KM north of Quebec City. This is a 34-minute ride by cab.
- **What kind of clothing should I bring along?** You must definitely bring along with your warm winter clothing. More details are provided relating to clothing in our Blog at [Hotel de Glace - a Unique Ice Hotel Experience](#).

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Tico License # 50011535

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- **How long is the VIA Rail ride from Montreal to Quebec City?** The train ride is approximately 3 hours.
- **Would clients 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 AMEarly 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 and therefore we are unable to join the tour?** – We are not responsible for flight delays, cancellations, etc. Every attempt will be made to accommodate you on a different tour subject to availability. However, we do not guarantee rebooking on a substitution tour. Should you miss any tour or accommodations due flight disruption, there will be no refund for such missed services. Any such circumstances should be covered by your Travel Insurance. We strongly recommend you purchase Travel Insurance to cover such circumstances.

For More Information on this Tour Package, Operating Dates & Tariffs,

Contact our Destination Specialist @

Email: sales@starsandmaple.com

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