

# FIT (Independent Touring) – Family Adventure Winter Family Adventure



Whistler, BC, Canada

Product Code:

DM FAMADWIN

## Deposit Policy

100% Deposit required on confirmation of this Tour.

## Change & Cancellation Policy

- 22-days prior to start of tour – refundable less \$50 per booking.
- 21-days or less – 100% non-refundable.
- No Show – 100% non-refundable.
- Unused services – 100% non-refundable.

## Note

### 1. Snowmobile Tour – 2 ½ hours tour; 1 ¾ riding time.

- a. Guide to Guest Ratio - We have 1 guide per 5 machines.
- b. Minimum Age Requirements – Driver must be 16 years old with valid driver's license (learners permit is also acceptable).
- c. Children must be 4 feet tall, able to hang on to adult and fit for XXS Helmet.
- d. Suggested Clothing – dress as if you are going out to ski. Dress in warm layers. Bring with you a warm hat, gloves, glass or goggles, warm boots and protective mask. Our operator provides DOT approved helmets.
- e. Mini Snowmobiles are only good for children under 10. Mini snowmobiles for young kids to test their skills on a flat, open area. Children above 10 must ride with an adult unless they have they a drivers license.

### 2. Superfly Ziplining – 2 ½ hours

- a. Guide to Guest Ratio – 2 guides per 10 guests.
- b. Minimum age is 7 years old, minimum weight is 60 lbs & maximum weight is 250 lbs.
- c. Suggested Clothing – dress as if you are going out to ski. Dress in warm layers. Bring with you a warm hat, gloves, glass or goggles, warm boots and protective mask. Our operator provides DOT approved helmets.

### 3. Snowshoeing – Natural Mystic – 2 ¼ hours – 1 hour snowshoe time.

- a. Minimum age is 6 years old. We offer private tours (for an additional fee) for families with younger children.
- b. Suggested Clothing – Winter boots, Snowshoes and dress as if you are going out to ski. Dress in warm layers.

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

[www.dmci.ca](http://www.dmci.ca)

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

E-mail: [sales@dmci.ca](mailto:sales@dmci.ca)

Tico License # 50011535

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4. **Waivers** - Waivers are required for all tours and you must have a guardian signature if you are under 16 years of age. Clients may sign waivers online prior to their arrival, or on site on an iPad. Groups, where possible, will sign waivers online prior to their arrival.
5. 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](https://www.healthcanada.ca) site for most up to date information in this regard.
6. Federal, Provincial, Municipal Health Authorities and/or certain service providers may require clients to wear a face mask.
7. We recommend clients carry a digital/paper copy of their Vaccination Certificate on person to be produced on demand.

## What Is Defined As A Change?

A change is defined as any of the below or a combination thereof.

- Correction of a name/s.
- Change of name/s.
- Change of a departure date. Changes within the Change/Cancellation Deadline are subject to applicable Cancellation Penalty.
- Change or alteration in room requirements. Such changes may be subject to additional charges based on the revised room requirements and type of rooms. Changes within the Change/Cancellation Deadline are subject to applicable Cancellation Penalty.

All changes are possible only if accepted by the supplier, and subject to the applicable fee, availability of inventory and/or supplier's willingness to effect the requested changes.

No changes to the booking are permitted once travel has commenced,

A change of the type of tour is considered a cancellation.

## Booking Changes & Cancellation (Other Terms)

Vacation packages are prepared months in advance. Occasionally, one of the advertised services or locations may be modified or may not be available. On such occasions after your booking is confirmed, we may have to make changes to the services that are part of the package. Most often this will be minor, however we may have to make a Major Change before you depart.

Major Change includes:

- change of destination.
- change of time of departure or return by more than 24 hours.
- change of the standard of the accommodation.
- increase in the cost of the vacation package of more than 7% (unless government imposed).

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- change of route necessitating other identification or documentation when there is insufficient time to obtain these items before departure; and
- an error in our rates.

If we must make a Major Change, we will advise you and you may:

- Accept the change.
- Select one of our alternate vacation packages at the applicable price; or
- Cancel completely and obtain a full refund of the price you paid.

Sometimes the hotel you chose will not be available because of unexpected maintenance or overbooking. If this is the case, DMCi Inc. will provide a substitute hotel, of equal or greater standard. If DMCi Inc. is obliged to downgrade the accommodation, and you accept that offered change, DMCi Inc. will provide you with a partial refund. We reserve the right to change our published prices without notice and to pass on to you all government-imposed taxes, transportation fees and surcharges, including fuel and currency fluctuations.

DMCi Inc. may not be able to refund you in full for changes that are made for reasons of Force Majeure, namely war or threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, weather causing beach erosion, epidemics or health risks, technical or mechanical problems with transport, flight delays due to weather, government action, closed or congested airports or seaports, supplier insolvency and any events beyond our control.

**What is your policy should our flight be cancelled or delayed 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@dmci.ca](mailto:sales@dmci.ca)

Phone: +1 (416) 425 8001 extn 1

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