

FIT (Independent Touring) – Family Adventure Winter Family Adventure

Whistler, BC, Canada



Product Code:

DM FAMADVWIN

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. This is a shared experience. The participants one each of the tour may vary.
- **Where should I go to board my coach transfer from?**
 - **Vancouver International Airport (YVR) to Whistler?** After you have collected your luggage, please proceed to the YVR SKYLYNX desk in the arrival hall. The agent at the desk will direct you to the boarding point.
 - **Downtown Vancouver** – Burrard Skytrain Station (Hyatt Regency Hotel) or Pacific Central Station.
- **Will be dropped off at my hotel in Whistler?** No. Our coach will drop you off at Whistler Village Centre (Gateway loop) or at Creekside Village. Both the points are within walking distance (4 minutes typically) from your hotel.
- **Where will we be dropped off on our return transfer from Whistler?** – Our coach will drop you off at Burrard Skytrain Station (Hyatt Regency Hotel) or Pacific Central Station in downtown Vancouver or at Vancouver International Airport (YVR).
- **Do you not offer transfers that will drop us off/pick us up at our hotel?** At the time publishing this package, there is very limited service available. Please check with us when you are ready to book.
- **How many pieces of luggage are we allowed on our coach transfers?** Our coaches accommodate only one piece of standard airline check-in bag and one cabin bag per person. No luggage is allowed inside the cabin for passenger comfort and safety reasons.
- **Will I be picked up from my hotel for the tours?** No. You must make your own to the activity base at Cougar Mountain. You have the choice of using one of the Whistler Cabs or hail one of shar-rides such as UBER. We recommend booking your ride the previous evening at least.
- **What size of coaches are used for transfers and tours?** We use 56-, 33- and 24-seater coaches for our tours and transfers.

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

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- **How many persons are allowed to ride in a cab or UBER?** Typically, Cabs and UBER vehicles in Canada accommodate 3 to 4 passengers. Please make sure to check with your cab company how many people can ride in their vehicle.
- **Drugs & Alcohol** - There is a zero-tolerance policy for any drugs or alcohol consumed prior to or during any activities. Our operator reserves the right to cancel tours if there is any indication that guests are under the influence.
- **Gratuity** - We suggest including guide gratuities into your program. Gratuities can be added to the final invoice.
- **Meeting Location** - Meet 10 minutes before your scheduled tour time at Cougar Mountain Basecamp. Follow your map app of choice to Cougar Mountain Road, Whistler BC, just a 10 minute drive from Whistler Village. After turning off the highway, a short uphill drive through the forest will take you to the basecamp.
- **Suggested Clothing** - Wear the same clothing as if you were going skiing, it is recommended that guests dress in layers and bring a warm hat, gloves and sunglasses or goggles as well as warm boots.
- **Do we have to sign Waivers** - Yes. 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.
- **First Aid** - Guides for motorized activities have a valid 80-hour first aid certificate. Guides for non-motorized activities have a minimum 16-hour first aid certificate.
- **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 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

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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 @

Email: sales@dmci.ca

Phone: +1 (416) 425 8001 extn 1

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