

FIT (Independent Touring) – Multi Destination Tours

Best of the West



San Francisco, CA, USA

Product Code: DM MDT-USBSTWST

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.
- **Are the tour on this exclusive to us?** No. All tours featured in this package are a shared experience. There will be other participants on your tour. We can offer all or any of the tours included in this package as a Private Experience exclusively to you, for an additional cost.
- **Will I be sitting with the same group of people on this tour like on a Escorted Tour?** No. The participants one ach of the tour may vary.
- **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 picked up from my hotel for the tours?** In some cases, yes. This information will be provided to you along with the confirmations. If there is a hotel pick-up, we will provide you information as to where you must be present and at what time for you to join the tour. If you have to travel to a tour pickup point, you may use one of the metered cabs or hail one of the share rides such as UBER.
- **What size of coaches are used for transfers and tours?** We use 56-, 33- and 24-seater coaches for our tours and transfers.
- **Will we be met on arrival for our transfers from Airport to Hotel? No. 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 place where you must wait for your pickup.
- **LAX Transfers – How do we get our transfer in Los Angeles?** On arrival, please call the hotel from the courtesy phone inside the terminal. They will send the hotel's shuttle to pick you up. For your return transfer, make sure to book same with the Front Desk the previous evening.
- **Los Angeles Hotel – Can we get a city hotel in Los Angeles instead of Westin Los Angeles Airport?** Absolutely yes. We are able to offer you hotels in the city. It may cost you a little more. Your Los Angeles City Tour does pick you up from you're the Westin Los Angeles Airport.
- **Anaheim – can we get to stay in Anaheim instead of Los Angeles.** Yes. We do offer Anaheim hotel choices. Please do check with us for options.

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

- **Las Vegas Hotel – is it on The Strip?** Yes. The hotel we have featured is on the world famous “The Strip”.
- **Can’t we travel by coach from San Francisco to Los Angeles?** Yes. You can. The trip will take between 8 and 9 hours. We recommend Air Travel rather than spend 8 to hour sof precious touring time in a coach travelling from San Francisco to Los Angeles.
- **Can’t we travel by coach from Los Angeles to Las Vegas?** Yes, you can. This is a 5-to-6-hour drive and we feel its is a sheer waste of time that you could use touring. There is very little to see on your drive from Los Angeles to Las Vegas other than desert and brush.
- **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 n 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 refund/substitution tour will be provided. All such circumstances should be covered by your Travel Insurance.

[Universal Studios Hollywood specific FAQs](#)

- **What are the Universal Theme Park Hours?** Please click here for the latest – [Park Hours](#)
- **What’s the minimum age for a child to be in the parks without supervision?** While there is not a specific policy in place stating that someone needs to have a minimum age to be at the parks alone, we recommend that all guest below the age of 14 have a supervising companion that is 14 years of age or older and meets all other attraction ridership requirements.

While at CityWalk, guests under the age of 18 need to have an accompanying adult after 10pm. The accompanying adult is preferred to be a chaperone or guardian to the minor. Security might question someone that is 19 and claiming to be the adult for a group of minors.

- **Are bags and other personal items allowed on rides and attractions?** Some of our rides and attractions can accommodate personal items. However, we strongly suggest

FIT (Independent Touring) – Multi Destination Tours

Best of the West



San Francisco, CA, USA

Product Code: DM MDT-USBSTWST

bringing small bags with you to better expedite your time at the Front Gate security checkpoint and at each attraction.

- **What are the height requirements for the rides?** – There are some restrictions. Please visit this link for more information. – [Height & Weight Restrictions for Ride](#).

When will SUPER NINTENDO WORLD™ open at Universal Studios Hollywood? Guests may be required to use a reservation system to get into the land. SUPER NINTENDO WORLD™ will be available to access freely unless the land has reached capacity. Once capacity is reached, guests will be required to utilize our reservation system (via the Universal Studios Hollywood app or timed ticket kiosks in the Lower Lot) to reserve a return time to enter. Reservations are limited in number and based on space availability throughout the day. Guests with Universal Express privileges will have reservation free entry into SUPER NINTENDO WORLD™ once per day (after 3pm for Platinum Pass members) when reservations are required to enter the land.

Note

1. The Federal and/or State health authorities may require that clients are double vaccinated and produce a vaccination certificate on demand. Please refer to travel [advisories at Centre for Disease Control](#) site for most up to date information in this regard.
2. Federal, State, Municipal Health Authorities and/or certain service providers may require clients to wear a face mask.
3. We recommend clients carry a digital/paper copy of their Vaccination Certificate on person to be produced on demand.

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

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