

## FAQ

- What are Youth and Child Ages?  
Youth – 10 + years  
Child – 3 to 9 years
- **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.
- **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 package 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 of the tour may vary.
- **Will I be picked up from my hotel for the tours & theme parks?** No. You will have to make your own way to the Theme Parks and any tour you may book as an optional add on. Your accommodations are within close proximity of the Theme Parks and you can reach the parks using a metered cab or hailing any of the ride share programs such as UBER. We do offer transportation to the Theme Parks as an optional add-on.
- **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.
- **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. 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.

## Disney Theme Park specific FAQs

- **Do I have to check Theme Park Availability and book my Theme Park Admissions?** Yes. To enter a park, both a theme park reservation and valid admission for the same park on the same date are required for Guests ages 3 and up. Prior to purchasing tickets, be sure to view theme park reservation availability online. Click here for [Theme Park Availability & Reservations](#).
- **Are maps of Walt Disney World theme parks available in advance of my visit?** Yes. Please click here to visit the map. [Disney Map Online](#).
- **Where can I find Disney Characters?** One of the best ways to see Disney Characters is to **make reservations at a restaurant with Character Dining**. Character Dining meals are very popular, so book your reservations early! [You can book your Character Dining with us](#).

Theme parks are also home to attractions and entertainment that feature Disney Characters. Plus, you never know who you might find when you visit the parks—check the printed Guidemap for additional Character Greeting locations.

- **How do I find my way around when I'm in the parks?** The Walt Disney World theme parks are dynamic places filled with unbelievable sights and sounds. They are carefully designed to let you wander, explore, and enjoy yourself. However, sometimes you'll want to find a particular location. Here are some tips to help you find your way.
  - Online Maps - [Disney Map Online](#)
  - Physical Maps - Be sure to pick up a complimentary paper Guidemap at each park's Main Entrance. If you've forgotten to get one or you've lost your map, they are available at select shops and Guest Relations locations inside the parks.
  - Ask a Cast Member - When you need directions, please do not hesitate to ask the nearest Cast Member for help. They are available to point you in the right direction and help answer your questions.
- **What are the theme park operating hours?** - Operating hours vary by season and from park to park. Hours are subject to change and may do so at any time without notice. Click here for Park hours – [Disney Theme Park hours](#).
- **How can I skip the lines at Disney World Theme Parks?** The best way to skip lines is to plan ahead., Download and use the Disney Genie App to plan your day. Tap into Disney Genie service and Disney Genie+ service, conveniently built into the My Disney Experience mobile app. Once you log into your Disney account, these services magically make your theme park visit easier and more fun. It's like having a genie in the palm of your hand.

The complimentary Disney Genie service creates your best Disney day inspired by your party's top interests. It also grants you planning features, including a personalized itinerary creator that seamlessly and smartly maps out your visit with updates that continue from morning to night. And, Disney Genie service can even remind you when you're eligible to make dining and activity reservations in advance.

You'll receive attraction and dining recommendations inspired by what you told Disney Genie service you're most interested in doing. It even suggests a good time to go to an experience and an idea of the forecasted wait. Need to swap out an option? No problem. Disney Genie service will continue to offer new suggestions throughout the day, so you can make the most of your time during your visit.

Disney Genie service works hard all day long to continuously update your "My Day" itinerary with all of the latest and greatest information. Simply tap on this tab to find Disney Genie service recommendations and plans you've made, including dining reservations, Disney Resort hotel reservations and activity bookings. You'll also be able to virtually chat with a Cast Member who can help answer any questions that arise. For more information, please visit [Disney Genie](#).

- **What is "Lightning Lane Entrances" ?** Some Lightning Lane entrances are offered through Disney Genie+ service. Other Lightning Lane entrances may be purchased individually (à la carte). You can buy either or both options! For more information please visit [Lightning Lane Entrances](#) here.
- **What is Disney Private Tours?** The Disney Private Tour takes you on an adventure that includes door-to-door service and an array of personalized perks. Create Your Disney Dream Day.

The Disney Private tour is not include din your Disney Park hopper Ticket and is sold as an optional add-on.

Explore the parks with your own VIP Tour Guide during a customizable experience filled with attractive benefits. The team at Disney VIP Tour Services will plan the most efficient, enjoyable way for groups up to 10 Guests to see and do the things on your list. Just tell your personal VIP Tour Guide what you'd like to see, and they'll customize your day to your desire! After being picked up from your Walt Disney World Resort accommodations in a private vehicle, enjoy unparalleled hospitality and experience some of your favorite attractions alongside a VIP Tour Guide.

Some of the personalized services include:

- Pre-arrival planning
- A flexible start time, picked by you
- Visits to multiple theme parks\* in one or more days
- The ability to enjoy some of your favorite attractions efficiently
- Shared insight from your highly knowledgeable VIP Tour Guide throughout your tour
- \*All VIP Tours require valid theme park admission, which is not included in the price of the tour.

- **How early and how late do the buses run between the parks and my Walt Disney Resort hotel?** The complimentary Resort transportation including buses, monorails, and boats—generally operate from 45 minutes before a theme park’s opening time until one hour after a theme park’s closing time.

Please remember that the theme park hours often vary daily and are different from park to park, so the transportation hours for each individual park will vary on any given day. If you have questions about the specific times that buses are available, please ask a Cast Member.

In addition to theme park transportation, buses generally operate until 2:00 AM between Disney Resort hotels and Disney Springs. Taxi cabs are also available if you need to get around outside of our complimentary transportation hours.

- **Is there a complimentary shuttle to attractions outside of Walt Disney World Resort?** No. Walt Disney World Resort features an extensive transportation system to get you around the Disney theme parks, water parks and other Walt Disney World destinations.

If you wish to visit attractions outside of Walt Disney World Resort, we recommend that you rent a car or arrange for other transportation. The valet at your Disney Resort hotel is happy to arrange for a taxi cab to pick you up and take you wherever you wish.

- **What is the minimum age for the guest to visit the Disney Parks alone?** Children should be supervised. Guests under age 14 must be accompanied by a Guest age 14 or older to enter a theme park or water park. To board an attraction, children under age 7 must be accompanied by a person age 14 years or older. For more information, please visit – [General Walt Disney World Property Rules](#).
- **General Walt Disney World Property Rules** – please review [Theme Park Rules](#).

## [Universal Studios Florida specific FAQs](#)

- **What are the Universal Theme Park Hours?** Please click here for the latest [Theme 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.

- **Do I need to make advance reservations for dining in Universal Orlando Resort?** Yes.
- **How do I skip the lines at Universal Theme Park?** When you add Universal Express access to your theme park admission, you get to skip the regular lines at most of your favorite rides and attractions. So you can fit way more fun into your day. The Universal Express is sold as an optional add-on. Please check with us for more details.
- **Separate theme park admission required.**

# Orlando, There Is Nothing more Magical



Orlando, FL, USA

Product Code:

DM-USAORLFIT

- **How far in advance can I make dining reservations at Universal Orlando Resort?** All Full-Service venues in both Universal Studios Florida and Universal's Islands of Adventure accept dining reservations 180 days in advance.
- **What are the Universal restaurants that accept advance reservations?** Please click here for [Universal Restaurants](#) that accept advance reservations.
- **Does Universal offer free Wi-Fi?** – Yes. Universal does offer free Wi-Fi in the Theme Parks and CityWalk.. Just connect to the \"UNIVERSAL\" network once you get here and follow the directions to connect.
- **What is the re-entry policy?** - All of Universal ticket products and passes, except for certain paid special events items, will allow re-entry into the parks while they are still valid.

### 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

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