

# Escorted Tour Explore Alaska Tour



Anchorage, AK, USA

Product Code:

DM ETAKEXP

## FAQ

- **Should we purchase Travel Insurance to join this tour?** Highly recommended. We require clients to provide us a signed Liability Waiver in the event you choose to decline our offer to sell Travel Insurance. Stars & Maple Holidays sells Manulife Travel Insurance to residents of Ontario. Please check with us for rates. Residents of other provinces as well as those coming from overseas must purchase Travel insurance in the province/country where they reside.
- **Is this tour an Escorted Tour with a Tour Director?** Yes. This is a fully Escorted Tour with a Tour Director. Our Tour Director will be with you from Day 2 to Day 7.
- **Are there fixed departure dates for this tour?** Yes. The tour departs on fixed dates as published at our website [www.dmci.ca](http://www.dmci.ca)
- **Is this tour available in the reverse direction starting from Vancouver?** No.
- **Is this tour customizable?** No. This is a shared experience and therefore not customizable.
- **Will I be sitting with the same group of people on this tour Escorted Tour?** Yes. There will be other members on this tour.
- **What size of coaches are used for transfers and tours?** We use 56-, 33- 24-seater and 14-setaer coaches depending on the size of the group. We also use smaller vehicles where the head count is 10 or less.
- **Will I be met on arrival at Anchorage International Airport (ANC) at the start of the tour?** No. You must call the hotel on arrival for the courtesy shuttle for your complimentary transfer to the hotel in Anchorage. Alternatively, you may ore-book an optional Airport Transfer with us for your transfer from ANC to your hotel.
- **Is departure transfer from hotel to ANC Airport included?** No. You may utilize the hotel's courtesy shuttle for your complimentary transfer from the hotel to ANC Airport. Alternatively, you may ore-book an optional Airport Transfer with us for your transfer from ANC to your hotel.
- **When will the Tour Director meet with us?** The Tour Director will meet with you in the lobby of your hotel on Day 2 of the Tour.
- **Will the Tour wait for us if we are running late?** No. We respect every client who has paid to be on our tour and therefore we must keep to the timings. Hence, we are unable to wait for any late comers. Late comers will miss the portion of the tour. No refund or substitute tour will be provided if you have missed any part of the tour.
- **How many people will a cab take?** A cab can take 2 to three people and a maximum of two standard airline check-in luggage.
- **Can we book a pre-paid departure transfer through your office?** Absolutely yes. Please check with us rates. This service should be booked prior to the start of the tour.
- **What is the check - in time for flights in the USA?**
  - **Domestic** – 60 minutes.
  - **Trans-border** – 2 hours.
  - **International** – 3 hours.
- **Cell Phones & Calling Cards** - You may want to carry your cell phone while traveling. Check with your cell phone provider if your phone will work in the destination(s) you are visiting.


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- **Wi-Fi Access** – Most hotels in the USA offer free Wi-Fi in the public areas and some even offer complimentary Wi-Fi in their rooms. We are not offering Wi-Fi on the tour coach.
- **How many pieces of luggage am I allowed to bring on the tour?** Each client is limited to one standard airline suitcase and one handbag. No luggage is allowed inside the cabin of the coach.
- **Am I allowed to bring my own food/beverages on board the tour coach?** No Food or Beverages will be allowed inside the cabin of our Tour Coaches. Bottled water is allowed on the coach.
- **Seating on your tour coach** – The first two seats on the coach are blocked away for the tour director and guide.
- **Toilets on the Tour Coach** – Our 56-seater Tour Coaches come with a toilet. Other vehicles we use do not have a toilet in them. Toilets are only for emergency use. The tour coach will make periodic restroom stops for your convenience.
- **About Sightseeing** - Sometimes, your tour dates run into religious holidays, national celebrations, marathons, etc. Occasionally, some monuments and sites and tour routes may be closed by authorities without prior notice. On such occasions, the tour itineraries will be amended to reflect these closures. Also, occasionally, due to unforeseen circumstances including weather conditions, there may be last-minute changes, sometimes after arrival, which may affect the sequence of the tour and locations visited. National monuments and tourist sites regularly undergo renovations, which can obscure views. We will not cancel any tour due to renovations. However, we may decide to amend the itinerary if such conditions prevail for your comfort and safety.
- **Currency in Alaska** – US Dollars. We suggest you carry US \$. Foreign visitors are requested to carry American Currency when travelling to US for their convenience. Although other currencies may be accepted, carrying US currency is recommended. Currency exchanges are not necessarily easily accessible and changing foreign exchange at hotel check-in desks always works against the financial interests of the visitor.
- **Credit Cards** – Master Card and VISA are widely accepted. Occasionally, you will find some establishments will not accept American Express credit cards.
- **Languages spoken in Alaska** - English is the official languages.
- **Electricity** - 110 volts. We recommend you bring a converter for your 220 V appliances. Buying the same while on the tour may not be feasible.
- **Plug Type** - In USA, the electric wall outlets where the plugs go are for types A and B, requiring two and three prong plugs like in the United States. If you are travelling from other jurisdictions, please make sure to bring along adapters that will allow you plug into our two and three prong electric wall outlets. Adapters are not easily available locally. 
- **Medication and prescriptions** - Please carry sufficient medication for the duration of your trip. Buying medication in Alaska will require a prescription from a Doctor licensed to practice in the USA. Keeping your current prescriptions and Doctor's information handy will be helpful in such circumstances. Doctors require prepayment with a credit card before consultation.
- **Carry your Prescription Medications in your cabin luggage.** We request you pack your prescription medication in your hand baggage for easy access during the tour.
- **Health and Hygiene Products** - The most crucial part of your luggage includes a well-packed first-aid kit, toiletries, and sanitation products.
- **Post Covid-19 Precautions** - We recommend you carry with you face masks and gloves as a precaution.

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- **Are your tours accessible friendly?** Unfortunately, our tours are not recommended for clients who need accessible services.
- **Will I see wildlife on these tours?** There is a chance of seeing wildlife on the tour and we often spot animals, however we do not guarantee seeing wildlife on any of our tours. Our guides have a lot of knowledge about the animals within the Canadian National Parks and can fill you in about them if you see any wildlife or if you have any questions.
- **Wild Animals – Is it safe to approach wild animals? Is it safe to touch them if they behave friendly?** **ABSOLUTELY NO.** Neither should you get out of your vehicle to photograph them even if they seem to be calm and even friendly.
- **Would we require a credit card to check-in at confirmed group hotels?** No. However, you will not be able to order any room services unless you leave a credit card authorization with the Front Desk.
- **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 DMCi Inc. policy should our flights be cancelled or for some other reason we are unable to travel and therefore we are unable to join the tour?** – DMCi Inc. will try and make every effort to accommodate you in such circumstances within what is possible. However, please note – 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 grounds 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.

### 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)