

FAQ

- **Should we buy Travel Insurance?** It is highly recommended. We sell Travel Insurance to residents of Ontario, Canada. Non-residents of Ontario as well as clients from abroad must purchase Travel Insurance in the province/state/country where they reside. Should you choose to decline our offer to sell Travel Insurance or choose/must make your own Travel Insurance arrangements, you are required to provide us a signed Liability Waiver. Do clients require a Driver's License? - Clients operating the rental car must be in possession of a driver's license valid for operating the vehicle in Canada.
- **Do clients require a Driver's License?** - Clients operating the rental car must be in possession of a driver's license valid for operating the vehicle in Canada.
- **What kind of information is required to book my rental car?** We will need your first and last name as on your Driver's License.
- **What should be the minimum age of person driving the rental vehicle?** Clients and must be at least 21 years of age.
- **Is Insurance for the Rental Car included (Collision Damage Waiver/ Loss Damage Waiver with \$ 500 deductible)?** Yes. Insurance (CDW/LDW) for the Rental Car is included. A minimum deductible of US \$ 500 will apply.
- **What kind of documentation should I present to pick up my rental car?** You will need to present a valid Driver's License (valid in the province in Canada where you will pick up to your rental car). If there is a second driver, such person should also have a valid driver's license. You will also need to present a valid credit card. If you are an overseas resident, you will be required to present a second piece of valid Government issued photo-id such as a passport.
- **Do clients require a credit card to rent the confirmed rental vehicle?** Yes. The person in whose name the vehicle is being rented must be in possession of a credit card in his/her name. Clients are required to present the credit card along with their driver's license to rent the car.
- **Would the car rental company require a deposit to pick up the rental vehicle?** - No. However, the rental company would take an authorization for between \$300 and \$750 (depending on the location) to cover any damages, unpaid tolls, fines etc. The authorization will typically auto-cancel within 72 hours of the car being returned to rental deposit on time and in good order. Car Rental companies typically will not accept cash in lieu of credit card.
- **Am I allowed to drive my rental car into Canada or Mexico?** You can. However, if you plan to drive into the United States, this intent should be brought to our notice at the time of reservations so we can alert the rental company and secure necessary approval.
- **Do rental Car contracts run on a 24-hour contract?** Yes. Car rental contracts work on a 24-hour cycle. Your car should be return at or before the drop-off time printed on your rental contract provided to you at the time of pick-up of your rental vehicle. Please make sure to review rental contract, especially the drop off date, time and drop off location before you proceed to the lot to pick up your rental vehicle.
- **Can I pick up my rental car in USA and drop same off in the Canada or Mexico?** No. The car has to be returned to the drop off point in the United States as confirmed on your reservations.

- **Are Child Seats/Infant Seats available?** Child/Infant Seats must be booked at the time of making your reservations. Child/Infant Seats are subject to availability. We recommend you bring your own Child/Infant seats.
- **Hotel Parking – Is this included in the Self-Drive Package?** – No. Parking has to be paid directly.
- **Are Resort fees included in the package?** No. Some hotels require you to pay the resort Fees directly at check-in.
- **** How does the New York Hop on Hop Off Tour & Admission to Attractions Pass?** The Pass includes two days of hop-hop of tour of New York and admissions to the attractions you can visit within 2-days. Access to attractions is limited what you can visit within two days of life of your tour pass.
- **Do we have to exchange of admission and tour passes for actual tour tickets?** Yes. You are required to reach the ticket boots in downtown (information will be provided to you along with confirmations) and exchange your Vouchers for actual tickets.
- **Will we be picked up from our hotels for the tours?** In most cases NO. You will have to reach the tour joining points on your own. You can easily reach the tour joining points by calling for a metered cab or hail one of the share rides such as UBER.
- **How do we reach the attractions in Niagara Falls, ON since we are staying at the hotels in Niagara Falls, NY?** In the event you opt for the Attractions Package in Niagara Falls, ON, Canada, you will have to drive across the border to Canada. Please make sure you have the necessary Visa to enter Canada (in the event your nationality requires you to have a Visa to cross the border into Canada. Simultaneously, make sure your Visa and Travel Documents allow you back into the United States.
- **Can we opt to stay in Niagara Falls, ON, Canada instead of Niagara Falls, NY, USA?** Yes. However, there may be an additional cost involved for the stay in Niagara Falls, ON, Canada. Please check with us for more information.
- **Would I 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. The hotels will also require you to present a valid Government issued photo id such as a passport or driver's license. The name on the reservation should match the name on the photo-id you present.
- **What is the hotel check-in and check-out times?**
 - Check-in: 4 PM
 - Check-out: 11 AMEarly Check-in and Late-check-outs require prior approval by the hotel. Additional charges, possibly an additional night charge will apply.

FIT - Self Drive Holidays Essential Eastern USA



New York, NY, USA

Product Code:

DM SD UESTHI

- **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.

Note

1. The Federal and/or Provincial health authorities may require that clients are double vaccinated and produce a vaccination certificate on demand. Please refer to [Centres for Disease Control & Prevention](#) site for most up to date information in this regard.
2. Federal, Provincial, 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

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www.dmci.ca