

Luxury Tour Packages - CANADA



Tour Product	Enchanting Christmas in Quebec City
Product Code:	DM-IT YQBENCHRIS
Markets:	NATA
Release Ref:	1.01
Released on:	15-Jul-2023

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 Independent Touring Packages. 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.
- **Can you substitute the Step into Christmas Magic: Old Quebec Walking Tour with a bus tour of Quebec City?** Yes. We can subject to availability. There may be additional charges depending on the tour chosen.
- **Is there a minimum head count required to operate the Step into Christmas Magic: Old Quebec Walking Tour ?** Yes. A minimum of 2 people per booking is required to operate this tour unless it is a Private Tour.
- **What is the maximum number of persons on a walking tour?** Maximum headcount will be between 12 to 15 people per guide on a regular tour. Private Tours are exclusive to your clients.
- **What kind dress should I wear on Step into Christmas Magic: Old Quebec Walking Tour?** Comfortable walking shoes, layered clothing and a thick overcoat are recommended.
- **Will the walking tour operate in bad weather?** The tour operates rain, shine or sleet unless there is a government advisory not to operate the tour.
- **Where should I go to board my coach transfer from Vancouver International Airport (YVR) to Whistler?** You will meet the Whistler Shuttle Bus representative in the Arrival Receiving Area as you come out of Immigration and Customs. More details of your information are provided in your confirmation email. Please read it carefully and contact us if you have any questions.
- **Will I be picked up from my hotel for the tours?** No. You must arrive at the tour start point on your own. This information will be provided to you along with the confirmations. If you must travel to a tour pickup point, it is never more than 15 minutes by cab or Uber.
- **How many persons are allowed to ride in a cab or UBER?** Typically, Cabs and UBER vehicles in Canada accommodate 3 passengers and two suitcases. No luggage is allowed inside the cabin of the vehicle.
- **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

Luxury Tour Packages - CANADA



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.

- **Should we purchase Travel Insurance?** Travel Insurance is highly recommended for all clients. If you choose not to purchase Travel Insurance from us, you will need to sign a Liability Waiver, as required by the Provincial Travel Authorities. DMCi Inc. sells Travel Insurance to Ontario residents, but non-residents of Ontario or international clients must obtain Travel Insurance in their respective province, state, or country of residence.
- **What is the policy in case our flight gets cancelled or delayed, or if we are unable to travel and join the tour for other reasons?** – DMCi Inc., our service providers, employees, contractors & sub-contractors etc. are responsible only for services booked through us. Therefore, your client's 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, refused admission into the country at the point of entry, health conditions, death in the family, etc. are not reasons for a refund or a substitution tour. If your client/s are unable to join the tour or fail to join the tour on time, no refund/substitution tour will be provided. DMCi Inc. is not responsible for any disruptions caused because of weather, traffic, road conditions, etc. All such circumstances should be covered by their 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

www.dmci.ca