

Tour Product	Take your Teens to New York
Product Code:	DM-IT NYCFAMTRP
Markets:	NATA
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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.
- **Will I be sitting with the same group of people on this tour like on an Escorted Tour?** Not necessarily. The participants on each of the tour may vary.
- **Do I have to exchange my tour voucher for the tour tickets?** Yes. You must report to the ticket box office in Times Square and exchange your voucher for the Hop on Hop off Tour for tour tickets. The address of the Box Office will be provided to you with your tour confirmations.
- **Will I be picked up from my hotel for the tours?** No. You must make your own way to the tour joining point in midtown Manhattan (Times Square). This information will be provided to you along with the confirmations.
- **How far is the tour boarding point from my hotels in midtown Manhattan?** Your midtown hotels are 15-to-20-minute car ride from the tour boarding point. You can get there by a metered cab or by Uber.
- **How do I get to Midtown Manhattan from Secaucus, NJ?** There is a direct train that runs from Secaucus to Penn Station in midtown Manhattan. The train station is about a 7-minute cab ride from your hotel in Secaucus. NJ Transit operates a frequent train service from Secaucus to Penn Station and costs no more than \$6 each way. Alternatively, there is also a frequent bus service from Secaucus Junction Bus Plaza to Port Authority Bus and back. The bus takes about 48 minutes and there is a pickup point around the corner from the hotel in Secaucus. Bus fare again is around \$6 each way. Train is the recommended mode of transportation. From Penn Station, it's a 15 to 20-minute cab/Uber Ride. Metered Taxi ranks are available just outside the train station.
- **What size of coaches are used for transfers and tours?** We use 56-, 33-, 24-, 14-seater coaches as well as Mini vans 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.

- **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 client's flight gets cancelled or delayed, or if they 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, a client's inability to travel or join the tour on time due any reasons including but not limited to delayed/cancelled flights, denied boarding, refused admission into the country at the point of entry, delayed/cancelled visas, health conditions, death in the family, etc. are not reasons for a refund or a substitution tour. If client/s are unable to join the tour or fail to join the tour on time, no refund/substitution tour will be provided. DMCi is not responsible for any disruptions caused by weather, traffic &/or road conditions, cancelled flights, 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 @

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