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| <b>Tour Product</b>  | Best of Canadian Rockies & West Coast |
| <b>Product Code:</b> | DM-SD YYCBROCWC                       |
| <b>Markets:</b>      | NATA                                  |
| <b>Release Ref:</b>  | 1.01                                  |
| <b>Released on:</b>  | 12-Dec-2023                           |

## FAQ

- **Is this tour customizable? Yes. This tour is 100% customizable. You may**
  - Increase or reduce the number of days.
  - Change the itinerary to suit your idea of the tour.
  - Add or take away experiences.
  - Upgrade Rental Car to a higher category car.
  - Upgrade Hotel, Hotel Room category.
  - Choose to stay in quaint little Inns and Bed & Breakfast instead of hotels at some of your overnight destinations.
- **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 exactly 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)?** Refer to Inclusions. If Insurance for the Rental Car is included, a minimum Deductible of between \$500 and \$1000 depending on the model of the vehicle you rent. Most mid-size cars come with a \$500 deductible.
- **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?** – Yes. The car rental company would take an authorization for between \$500 and \$750 (depending on the location and the model of the vehicle) 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 will not accept cash in lieu of credit card.**

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- **Am I allowed to drive my rental car into the United States?** You may. 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 returned 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 Canada and drop same off in the United States?** No. The car must be returned to the drop off point in Canada as confirmed on your reservations.
  - **Can I pick up my rental car in one Canadian rental location and drop it off at a different rental location in the same city or at a different city?** Yes, you can. However, one-way drop off charges will apply. Unless it is included under **Inclusions**, you will be required to pay the one-way drop off fee directly to the drop-off pick-up or drop-off location (depending on the rental car operator) at the end of your rental.
  - **What would be the maximum number of persons who can sit in the car?** The maximum occupancy in the car is limited to the number of seat belts. The vehicle chart under “**Rental Car featured in this package** “clearly lays down the number of persons who can be accommodated in a vehicle.
  - **Are Child Seats/Infant Seats available?** Our rental cars do not come with child, infant, or booster seats. These must be pre-booked and even when pre-booked, and confirmed, are subject to availability at the rental depot where you pick up your rental car. We highly recommend you bring your own child, infant, booster seats.
  - **How many pieces of luggage can be accommodated in the rental car?** The information is available under “**Rental Car featured in this package** “.
  - **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 AM  
  
Early Check-in and Late-check-out require prior approval by the hotel. Additional charges, possibly an additional night charge will apply.
  - **Can I expect to see animals during the tours?** On some of the routes you will drive in Canada and the United States, you can expect to see wild animals.
  - **Wild Animals – Is it safe to get close to wild animals? Is it okay to touch them if they appear friendly?** **Absolutely not.** It is not safe to approach wild animals, even if they seem calm and friendly. It is also important not to step out of your vehicle to take pictures of them.
  - **Should we purchase Travel Insurance?** Travel Insurance is highly recommended for all clients. If you choose not to purchase Travel Insurance, you will need to sign a Liability Waiver, as required by the Provincial Travel
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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 your 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, 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, 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 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 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.

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### **For More Information on this Tour Package, Operating Dates & Tariffs,**

Contact our Destination Specialist @

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