

Ice Hotel & Quebec City, The Ultimate Winter Experience

4 Days | 3 Nights
DM-CT VALICEH

Quebec City, QC

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 Hotel, Hotel Room category.
 - Choose to stay in quaint little Inns and Bed & Breakfast instead of hotels at some of your overnight destinations.
- **How do we get to Hotel de Glace (Ice Hotel):** The hotel is situated 30 minutes north of Quebec City in the village of Valcartier. We offer scheduled shuttle transfers the hotel from Quebec City. As well, we offer private transfers from Montreal (3-hour drive) and Quebec City (30-minute drive). Please check with us for rates.
- **Can you arrange Air tickets and VIA Rail tickets for our travel to Montreal and Quebec City?** Yes. We do offer air and rail tickets to both Montreal and Quebec City.
- **Check-in** - From 4 p.m., go to Hôtel Valcartier (2280, boul. Valcartier, Valcartier) to take possession of your room.
- **What time would our room at Hotel de Glace become available for our use?** Your room at the Hôtel de Glace will be available and exclusively yours from 9 p.m. to 9 a.m. the following morning.
- **Is it correct that when we book a room at the Hotel de Glace, a separate room is booked at the Hotel Valcartier next door for us at no additional charge?** Yes. This correct. When we book you a room at the Ice Hotel, you are automatically booked a room at the Hotel Valcartier. The room can be used for your stay till 8 PM when your rooms get ready at the Hotel de Glace for check-in. The room must be used also for you to store your valuables as well as for warm showers.
- **What are the dimensions of the Hôtel de Glace (Ice Hotel)?** - The Hôtel de Glace has a total surface area exceeding 3,000 m² (32,000 sq. ft.).
- **What is the temperature in the Hôtel de Glace (Ice Hotel)?** Besides keeping out the wind, the thick snow walls keep the Hôtel de Glace well-insulated. The ambient temperature varies only by a few degrees between -3°C and -5°C / 26°F and 23°F, no matter what the outdoor temperature is.
- **How do people sleep at the Hôtel de Glace (Ice Hotel)?** All the beds have a solid ice base, with a wooden bed spring and a mattress on top. Mattresses are covered with blankets and people sleep inside arctic sleeping bags designed to

stay warm in temperatures as low as -30°C. We recommend that you slip inside your sleeping bag wearing just thermal underwear to keep humidity to a minimum.

- **What about the bathroom?** You have direct access to heated bathrooms in your backup room booked at the Hôtel Valcartier next door.
- **What if we feel too cold in our room at the Hotel de Glace?** The room at Hotel Valcartier is always available for you to retreat into in case you feel sleeping the entire night in your room at the Ice Hotel. Most clients enjoy the sleeping experience at the Hotel de Glace.
- **Can children come, too?** Absolutely! The Hôtel de Glace welcomes families every year. We provide modified sleeping bags for children so that they warm up more quickly.
- **What Should we wear?**
 - In Québec, outdoor winter temperatures vary from -25°C to 5°C (-13°F to 41°F), which is why it is important to dress properly. The three-layer technique is recommended.
 - The interior layer (undergarment) must allow humidity to escape your body. Synthetic clothing or a mix of wool and synthetic fabric are recommended. Cotton is not recommended since it retains humidity.
 - The middle layer must isolate air and control humidity. A wool, flannel or polar fleece sweater is recommended.
 - The exterior layer must shield wind and humidity without affecting your comfort and movements.
 - Essentials accessories: hat covering your ears, scarf, gloves or mittens, and boots (big enough so that you can wear thick socks)

N. B. For the night, use dry, light, and synthetic clothing which has not been worn during the day. Very few layers of garments are necessary to avoid being too hot. A high level of heat will create sweat which will then transform into humidity and will make you feel cold.

- **Include the following in your suitcase:**
 - Alternate hat.
 - Alternate scarf.
 - An extra pair of socks.
 - Alternate long underwear.
 - A pair of mittens or gloves.
 - A swimsuit.
 - Sandals to access the Nordic area with hot tubs and sauna under the stars.
 - Indoor shoes for indoor buildings.
- **Nordic Equipment** - Even if the Hôtel and its furniture are entirely made of ice and snow, you will be getting a very comfortable bed. Blocks of ice make the base of the bed, topped a solid wood base and a comfortable mattress. When the time comes, a cozy sleeping bag, an isolating bed sheet, and a pillow will be delivered to your room. Even though the room temperature stays between -3°C and -5°C (27°F and 23°F), no matter what the outdoor temperature is, the sleeping bags are built to resist temperatures between -15°C and -30°C (5°F to 22°F).

N. B. If you think you need a special sleeping bag (non-standard size), please notify the reservation department by calling the following number: 1 (888) 384-5524.

- **Mandatory training session** - Before starting your adventure in the Hôtel de Glace, we invite you to watch our preparatory video to allow you to fully appreciate your experience! The link to the video will be sent to you when you are ready to book.
- **Warming up before getting into bed at the Nordic Area** - The Hôtel de Glace has an interior court in which is located the Nordic Area with its hot tubs and saunas under the stars. These are available to you from 9 p.m. until 9 a.m. It is highly recommended to use the Nordic Area to warm up your body and dry yourself correctly before going to bed. Towels and bathrobes are available upon request.
- **Do you offer Parking?** Yes. Parking is free.
- **How do we get to Quebec City from Valcartier?** You must make your own way to Quebec City. We offer scheduled shuttle transfers as well as private transfers.
- **Will someone come to my hotel to pick me up for our tour of Quebec City?** No. You must arrive on your own in front of the Tourist Information Centre, 12, rue Ste-Anne, Québec (Qc) G1R 3X2.
- **Is it necessary to sign a Waiver to participate in your tours?** In most cases, signing a Waiver is not required. However, if your tour package includes a tour component that is considered a soft adventure activity, you will be obliged to sign a Liability Waiver issued by the operator of that tour or activity. This requirement will be clearly indicated on your tour voucher. Additionally, for all participants under the age of 18, a parent or legal guardian must sign the Waiver on their behalf.
- **Are there any specific dress code requirements for participating in the tours?** There is no formal dress code for our tours. However, we do request that clients dress modestly and appropriately according to the local weather conditions. For soft-adventure tours, there are strict dress code guidelines that must be followed for safety purposes. These specific requirements will be communicated to you at the time your tour is confirmed.
- **Can we expect to see wildlife on these tours?** While there is always a chance to spot wildlife during our tours, and such sightings are not uncommon, we must clarify that seeing wildlife is not a guaranteed aspect of our tours. Our guides possess extensive knowledge about the animals in the park and will gladly share information about them, should you see any wildlife or have questions about the local fauna.
- **Is it safe to approach or touch wild animals based on their behavior?** Absolutely not. Under no circumstances should you approach, touch, or exit your vehicle to photograph wild animals, regardless of their apparent calmness or friendliness. Interacting with wild animals poses significant risks to both humans and the animals themselves.
- **Is it mandatory to present Service Vouchers received from DMCi for availing confirmed services during our tour, including hotel accommodations and tours?** Yes, it is mandatory. To avail of the services confirmed for your tour, including hotel accommodations and tours, you must present a digital or printed copy of the Service Voucher provided to you by DMCi or your travel agent at the time-of-service confirmation. Failure to present this voucher may result in denial of services. Please note that in such circumstances, no refunds, substitutions, or alternative tours or services will be provided.

- **Do clients need a Credit Card for Hotel Check-Ins?** It is mandatory for clients to provide a credit card under their name when checking in at hotels, lodges, and inns. The hotel typically places an authorization hold of \$500 to \$750 on the card for incidental expenses and possible damage. This hold is released within 72 hours after check-out, deducting any incurred charges.
- **Can we use Cash or a Debit Card instead of a Credit Card at Hotel Properties?** It is important to note that most of our hotel properties do not accept cash or debit cards as a substitute for a credit card. Guests are strongly advised to ensure they have a valid credit card available for use during their stay.
- **Do guests need to provide a Photo-ID during Hotel Check-In?** Absolutely yes. At the time of check-in, clients are required to present a government-issued photo-ID, such as a passport or driver's license. Please be aware that other forms of government-issued photo-IDs, like a Social Insurance Number card, health card, citizenship card, etc., may not be acceptable.
- **What is the hotel check-in and check-out times at Hotel Valcartier?**
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.
Your room at Hotel de Glace will be available to you only from 9 AM to 9 PM.
- **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 @

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www.dmci.ca

