

Tour Product	Eastern Townships Tour	
Product Code:	DM-PT YULESTTWN	
Markets:	NATA	
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FAQ

- **Is this tour done outside? Part of this tour will include being outside your vehicle.**
- **What is a private tour?** - A private tour is a customized tour designed to meet the specific needs and preferences of a particular group or individual. The tour is guided by a knowledgeable and experienced tour guide who will lead the group through various landmarks and attractions, providing valuable insights and commentary along the way.
- **What are the advantages of a private tour?** - The advantages of a private tour would include flexibility, personalized attention, and the ability to customize the itinerary to suit your specific interests. With a private tour, you can avoid the crowds and enjoy a more intimate experience with your family and friends.
- **Will there be other patrons on this tour?** Absolutely no. This tour experience exclusive to you. There will be no other participants on this tour.
- **Can you customize our tour?** – Yes. The itinerary for a private tour is always customized to meet your specific interests and preferences. You can work with your tour operator to create a unique and personalized itinerary that includes the attractions and landmarks you are most interested in seeing.
- **Are you able to offer tour guides who speak language other than English?** - We do offer Tour Guides who speak French, German, Spanish, Portuguese, Italian, Dutch, Greek, Mandarin, Cantonese, Japanese, and Russian. Please specify your language preference at the time of requesting for your booking.
- **What kind of vehicles will be used to conduct this tour?** – The choice of vehicle for the tour will be based on the number of people in the family or group and their preferences. While we do have sedans available, we highly recommend using a Cadillac Escalade SUV or a similar vehicle for this tour. For larger groups, we can provide 14-seater Sprinters or 24-seater mini-coaches.
- **How long does a private tour typically last?** - The duration of a private tour can vary depending on the itinerary and the preferences of the group. Most tours range from 2 to 10 hours, but some can last an entire day or more.
- **Will we have a separate step on guide or a driver-cum-guide?** Depending on the tour and your expectations, we will assign separate step on guide and driver or a driver-cum-guide. On some tours, we would recommend only a driver-cum-guide as there may be no need for a Step-on-guide.
- **What is the difference between a Driver-cum-Guide and a Step-on-Guide?** - A driver-cum-guide is a professional who not only drives the vehicle but also acts as a tour guide. This type of guide provides commentary and information about the attractions and locations visited during the tour while also ensuring safe and efficient transportation. Usually, the driver-cum guide will drop you off at attractions and you must do a self-guided tour once you have entered the attraction.

A step-on guide, on the other hand, is a tour guide who meets the group at a specific location and provides commentary and information both inside the vehicle and outside. This type of guide does not drive the vehicle. The step-on-guide will accompany you inside attractions, etc. if you so desire.
- **Are there fixed dates of departure for this tour?** The tour departs every day of the season.

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- **How many departures are there each day?** This tour is operated on demand. The tour will operate based on what is a convenient time for you.
 - **Does the activity take place despite bad weather?** – This tour takes place rain or shine. Depending on the chosen activity and the weather of the day, be sure to be dressed comfortably and accordingly to have the most enjoyable experience possible. In the case of severe inclement weather, tours will be canceled, and a full refund will be provided.
 - **What is the policy if the tour is cancelled due weather conditions?** - Customers will also receive a full refund or credit in case of operator cancellation due to weather or other unforeseen circumstances. However, whether the tour should be cancelled or not is call that is made by the operator and not the client. Contact us by phone to cancel or inquire about a cancellation.
 - **How should I dress for the tour?** - Dress for the day’s weather and wear comfortable walking shoes—you will be on your feet for most of the tour! If you are taking a tour that includes a church visit, please dress appropriately and refrain from wearing flip-flops, tank tops, or shorts.
 - **What kind shoes should I wear on this tour?** Comfortable walking shoes are recommended.
 - **Will I be picked up from my hotel for the tours?** No. You must arrive at the tour meeting point on your own. The address where you must arrive, and the reporting time will be provided to you at the time of confirmation.
 - **What time should we be ready for this tour?** - We suggest you be ready at the pickup point (usually the lobby of your hotel) at least 15 minutes before the designated start time of your tour.
 - **What time does the Private Tour start?** The pick-up time provided marks the beginning of your tour.
 - **I'm running late, what should I do?** – Your tour hours are scheduled in advance, so if you arrive late, it will automatically result in a reduction of the total time allotted for the tour.
 - **Can I extend the tour hours while we are touring?** – Possibly yes. It depends on whether your tour driver/guide have other pre-booked assignments post your tour. In most cases, we can accommodate your extensions requests. Pre-payment would be required and same can be made via the secure Payment Link we would send to your smart phone.
 - **Can I bring my pet?** – Except for guide dogs, pets are not allowed during scheduled tours for safety purposes and to ensure the activities run smoothly. We do make exceptions sometimes and allow dogs on our private tours. However, please make sure to check this out with us at the time of booking and get a written OK form us.
 - **Is there a minimum and maximum head count required to operate this tour?** No. This is an entirely private tour, and we will accommodate as many persons as necessary if this information is shared with us at the time of making the booking.
 - **Is smoking allowed on the tour?** No. We maintain a no smoking policy on our tours.
 - **Should I tip the guide?** Gratuities are always included in our Private Tours.
 - **Are there restrooms on your tour?** - We highly suggest that customers use the restroom ahead of time. Not all our tours include restroom stops.
 - **Am I allowed to bring food and beverages on the tour?** - You are welcome to bring bottled water and small snacks.
 - **Should I tip my guide and driver?** – Gratuities are customary and very much appreciated.
 - **Can I expect to see animals during the tours?** While there is a possibility of spotting wildlife on our tours and we frequently come across animals, we cannot guarantee sightings on any of our tours.
 - **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 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 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.

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

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