

Tour Product	Montreal – All About Murals Walking Tour	
Product Code:	DM-WK YQBMURAL	
Markets:	NATA	
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FAQ

- Is this tour done outside? Yes. This tour is a walking tour done outside.
- What do you mean by “typical tour”? What length is appropriate for the visit and what will I see ? - The descriptions of our guided tours indicate the places usually visited and suggested lengths. We provide this information to give you a better idea of the proposed activity. However, the places visited can vary depending on the location, time, and duration of the visit.
- Will there be other patrons on this tour? Yes. There will be other patrons on this tour. Typical group size ranges between 2 and 20 persons.
- Is there a minimum head count required to operate this tour? Yes. A minimum of 2 people per booking is required to operate this tour unless it is operated as a Private Tour exclusive to you.
- What is the maximum number of persons on a tour? Maximum headcount will be between 12 to 20 people per guide on a regular tour. Private Tours are exclusive to you.
- **Are you able to offer tour guides who speak language other than English?** - Our tours are typically operated in English and French languages. We do offer Tour Guides who speak German, Spanish, Portuguese, Italian, Dutch, Greek, Mandarin, Cantonese, Japanese, and Russian. However, this requirement should be specified at the time of booking so we can ensure that a guide fluent in your preferred language is available.
- **Will you provide transportation for tours by car or bus?** - **Our prices do not include transportation. However, we can provide the transportation for an additional cost if you wish to have the transportation.**
- **Can you customize our tour?** – **The tours can be customized any time to suit your specific interests if it is operated as a Private Tour exclusive to you.**
- **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.
- **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 8 hours, but some can last an entire day or more.
- **Does the activity take place despite bad weather?** - All activities, including walking tours, take 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. Please note - 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.
- **What kind shoes should I wear on this tour?** Comfortable walking shoes are recommended.

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- **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.
 - **Are there fixed dates of departure for this tour?** The tour departs every day of the season.
 - **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 arrive at the tour start point (as printed on our confirmation and tour voucher) at least 15 minutes before the designated start time of your tour.
 - **I'm running late, what should I do?** – Your tour hours are scheduled in advance, so if you arrive late, your tour reservation is automatically cancelled. There will be no refund or a replacement tour offered in such circumstances. If this is a Private Tour, it will eat into your pre-booked and paid tour time. We will do our best to extend the tour hour; however, you will be billed for the additional time. Pre-payment would be required and same can be made via the secure Payment Link we would send to your smart phone.
 - **Can I extend the tour hours while we are touring?** – Possibly yes if this is a Private Tour. It depends on whether your tour guide has 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 smoking allowed on the tour?** No. We maintain a no smoking policy on our tours.
 - **Should I tip the guide?** Gratuities are accepted and greatly appreciated. They're a great way to tell your guide they did an awesome job and show your appreciation. Gratuities are always included in all 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.
 - **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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