

### St. Lawrence River Cruise Adventure: Locks, Legends & Luxury

5 Days | 4 Nights

Ottawa, YOW

Departure Dates: 1<sup>st</sup> August to 6<sup>th</sup> August 2024

DM- RCYOWSTLAWRC

#### FAQ

- **Is this tour customizable?** No.
- **Are there fixed dates of departure for this tour?** Yes. Please refer to departure schedule.
- **What should I bring to wear?** Comfort and relaxation are watchwords with river cruising. Men's clothing may include a sport shirt and slacks, but sport coats are optional. Women will find resort wear (sweaters, slacks, skirts, and blouses) most appropriate. Dinner attire is informal, although on the final celebration evening some guests prefer to dress up to smart or dressy casual. Comfortable walking shoes are recommended.
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- You will want to be cool and comfortable during the day and warm on some cool evenings. An iron and ironing board are available for your use. For activities above decks and touring on shore, sun hats and comfortable walking shoes are good choices. Tailor your needs to the season and the kinds of activities you'll be enjoying on board. Don't forget your cameras and binoculars!
- **Can I book St. Lawrence Cruise Lines with confidence?** Yes, because we know the river – the St. Lawrence River is our home. Our personal care and attention, along with more than 40 years of cruising experience and knowledge will ensure you receive full value for your cruise.
- **Why are your river cruises so special?** River cruising is all about the experience. Our cruises allow you to experience the beauty and history of Canada's rivers. All of our staterooms are outboard (river-facing) and our Grand Saloon has expansive windows for spectacular, intimate views of the ever-changing scenery along the river.
- **What is there to do on a cruise?** Our passengers are never without beautiful scenery to watch from our on-deck chaise lounges. Additionally, there are on-board group activities, individual puzzles and games, evening entertainment including a dance, interesting shore excursions, and some of the most magnificent natural scenery in the world. There is also the delight of meeting fellow passengers from many different places around the world. On our ship you are the happy master of how you spend your time. You do what you want to do. It's your vacation and the officers and crew will do everything they can to make it a comfortable, happy and memorable one.
- **What is the tone or atmosphere on board?** Relaxation and comfort are key to a great river cruise. When it comes to shipboard activities, informality is the watchword for riverboat travel, unlike the sometimes regimented and rigid traditions for ocean voyages.

- **Will I get seasick?** It is not likely. That is one of the reasons calm water cruising has become so popular. There is none of the “heave-ho” of ocean, open-lake or coast-line cruising in our sheltered waters. We make it a point to avoid large bodies of open water.
- **Can I board early?** Unfortunately, no. The crew are very busy preparing the ship and cannot accommodate early arrivals. Boarding commences at 4:30 p.m. and extends for one full hour.
- **Are passports required? What language is used on board?** As the voyage is entirely in Canadian waters, no additional ID is required en route. However, it is now considered advisable to carry Passports or photo ID. Homeland security measures in North America are exercised along the river. English is the standard language on board.
- **What about children, pets, and other cruising details?** X`ears. Pets are not allowed unless it is a certified service animal. After you book your cruise with deposit, you will receive a confirmation and a Pre-boarding Booklet. Upon final payment you will receive maps and additional information answering many supplementary questions you may have.
- **What currency is used on board?** The preferred currency and pricing on board is Canadian dollars, but U.S. currency is also accepted. VISA and MasterCard can be used for on-board purchases.
- **Will we receive information about the history of the region?** During your cruise there is a virtual cornucopia of information available about the river and its history and attractions. A splendid souvenir “SHIP’S LOG” will give you a precise and thorough account of every stop and every part of the journey. In addition, you will hear cruise commentary through the public address system at appropriate locations on your journey. Orientation information is abundant and useful. The daily newsletter will keep you right up to date on each day’s activities.
- **What rules govern smoking aboard ship?** In the interest of safety and good health, and as a courtesy to non-smoking passengers, smoking by passengers is permitted on the upper sundeck only and downwind of other guests and crew
- **Do you have a cannabis policy?** While cannabis has been legalized in Canada, it is illegal to transport cannabis across borders in or out of the country, and transported is restricted on the St. Lawrence Seaway. Therefore, St. Lawrence Cruise Lines prohibits cannabis products on board.
- **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.
- **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 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

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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.

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

Contact our Destination Specialist @

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