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## Luxury Golf Adventure at Kelowna's Best Courses

5 Days | 4 Nights

Kelowna, BC

**Tour Operates: May to October**

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### FAQ

- **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?**  
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.
- **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, 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

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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 @

Email: [sales@dmci.ca](mailto:sales@dmci.ca)

Phone: +1 (416) 425 8001 extn 1

[www.dmci.ca](http://www.dmci.ca)

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