

Discover Western Canada: From Majestic Mountains to Vibrant Cities

7 Days | 6 Nights

8 Days | 7 Nights

Calgary, AB

Tour Operates: May to September

DM-ET JYCWESJRN

FAQ

- **Is this tour an Escorted Tour with a Tour Director?** Yes. This is an Escorted Tour with a Tour Director. Commentary on sightseeing tours will be either a pre-recorded commentary or narrated by your driver-guide in English/German.
- **Are there fixed dates of departure for this tour?** Yes. This tour departs on fixed departure dates.
- **Is this tour customizable?** No. This tour is not customizable.
- **Will I be sitting with the same group of people on this tour like on an Escorted Tour?** Yes. You will be sitting with the same group of people through this tour.
- **What size of coaches are used for transfers and tours?** Most of our tours are operated with Mercedes Sprinter Vans or similar. We specialize in small groups unless otherwise specified on certain tours. Some tours will run with a full-sized Motorcoach as noted on that tour.
- **What kind of clothing should I wear?** Layers! Light-weight layers made of technical fabrics are best. Pants that convert into shorts also work well in the desert. Brimmed hat and sunglasses will add additional protection from the sun. See our Packing List page.
- **What kind of footwear should I wear?** We suggest lightweight, breathable, flexible hiking boots with ankle support. Additionally, you will want to add several pairs of socks, designed for desert hiking; breathable, wicking, technical fabrics work best.
- **What kind of luggage should I bring?** We recommend soft-sided, light-weight suitcase, convertible duffel, or backpack. Also, consider bringing a camera bag, small day pack, or fanny pack as well.
- **How many miles should I hike each day?** Hiking is not mandatory with the group. Let us know what you would like so we can be sure to place you on the right experience! There are elevation changes and there is uneven ground on some of the trails so please let us know your fitness level when you speak with us. Many amazing sites can be seen with 1-to-3-mile hikes. More strenuous hiking trips can be accommodated upon request.
- **Do we have to hike as a group?** No, hiking with the group is not mandatory.
- **Can we do longer hike if we wanted to?** Yes, just speak with your guide and they can make recommendations. They may not be able to accompany you, but they can advise you where/when to hike if you want further.
- **How much time do we spending each National Park?** You will spend a minimum of 5-6 hours in each park, on average 6-8 hours depending on the tour.

-
- **Do you have any age restrictions?** We do not have any age restrictions for our tours; however, we ask that parents know their children's hiking abilities. If children are able to hike and keep up with the group, they are welcome to on tour.
 - **Do you cater to dietary requirements?** Yes, we can provide vegetarian options. Vegan, gluten free, kosher options cannot be guaranteed but we will do our best to meet your needs.
 - **What is the Smoking Policy?** For the safety and comfort of our guests and Tour Guides we have a no-smoking policy.
 - **Would the client require a credit card to check-in at confirmed hotels, lodges, and inns?** Yes. Clients are required to present a Credit Card in their name at check-in. Hotel will typically take an authorization on the credit card for between \$500 and \$750 per stay to cover room incidentals and any damage to property. The authorization will auto-cancel within 72 hours of check-out less any incidentals or other charges relating to the room.
 - **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 particular 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.
 - **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?**
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 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 @

Email: sales@dmci.ca

Phone: +1 (416) 425 8001 extn 1

www.dmci.ca