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## The Complete San Francisco Experience: Nature, Culture, Adventure

8 Days | 7 Nights  
DM-CE SFOTCSE

San Francisco, CA

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### FAQ

- **Is this tour customizable?** Yes. This tour is 100% customizable. You may
    - Increase or reduce the number of days.
    - Change the itinerary to suit your idea of the tour.
    - Add or take away experiences.
    - Upgrade Hotel, Hotel Room category.
    - Choose to stay in quaint little Inns and Bed & Breakfast instead of hotels at some of your overnight destinations.
  - **Is this tour an Escorted Tour with a Tour Director?** No. This is not an Escorted Tour with a Tour Director. Some services offered on an escorted tour such as check-in assistance by a dedicated Tour Director, etc. are therefore not offered on our Independent Tours. Commentary on sightseeing tours will be either a pre-recorded commentary or narrated by your driver-guide in English.
  - **Are there fixed dates of departure for this tour?** No, our tour doesn't have just a few specific days when it leaves. It leaves every day during the season, so you can pick any day you like to start your adventure!
  - **Will we be with the same group of people throughout this tour, like in an Escorted Tour?** No. On this tour, the people you travel with may change. You won't always be with the same group of people like you would be on an Escorted Tour.
  - **Are Airport Transfers included in our Package?** Yes. Shuttle Transfers from or to Airport are included in your tour package. Once you have collected your luggage, please contact the Shuttle desk then shuttle will transfer you to your hotel in Waikiki. More detailed information will be provided to you in the final confirmation and tour voucher sent to you upon confirmation of your tour.
  - **Will I be picked up from my hotel for the tours?** No. In most cases you will have to reach the tour start point on your own. This information will be provided to you along with the confirmations. If you have to travel to a tour pickup point, it is never more than 15 minutes by cab or Uber.
  - **Is Arrival transfer in Honolulu –** Yes. There will be no Meet & Greet inside the Terminal. You will be transferred by shared shuttle service.
  - **Departure transfer from hotel to Honolulu Airport –** Included.
  - **What size of coaches are used for transfers and tours?** We use 56-, 33- and 24-seater coaches for our tours and transfers.
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Tico License # 50011535

- **What kind of vehicles are used Private Transfers from Airport to Hotel and back?** We use sedans, mini vans and SUVs depending on number of travellers. This information will be provided to you along with your confirmations.
- **How many pieces of luggage are we allowed on our transfers?** Our private transfers and motorcoach shuttle transfers allow you only one piece of standard airline luggage not exceeding 23 kilos per person. No luggage allowed inside the cabin of the vehicle other than a handbag. Should you have more luggage, you must let us know at the time of reservations so that an appropriate vehicle can be arranged for your transfers. Additional charges will apply in such cases.
- **Will someone come to my hotel to pick me up for the tours?** No. You must make your own way to the tour starting point. Detailed information relating to joining the tour will be sent to you along with your tour conformation.
- **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.
- **Are there any specific dress code requirements for participating in the tours?** There is no formal dress code for our tours. However, we do request that clients dress modestly and appropriately according to the local weather conditions. For soft-adventure tours, there are strict dress code guidelines that must be followed for safety purposes. These specific requirements will be communicated to you at the time your tour is confirmed.
- **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

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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.

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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)

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