

<b>Tour Product</b>	Discover the Rockies in Luxury: Banff to Jasper
<b>Product Code:</b>	DM-LX YBACANROCK
<b>Markets:</b>	NATA
<b>Release Ref:</b>	1.01
<b>Released on:</b>	04-Mar-24

## FAQ

- **Is this a Private Tour? Yes.** This tour is for most part a private tour exclusive to you with a dedicated Driver Guide.
- **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.
- **Do we have a dedicated step-on-guide for this tour? No.** This tour is based on the services of driver guide.
- **Can we have here a dedicated step-on guide? Yes.** We can add a dedicated Step- on- guide if this is something you would like to add to enhance your experience.
- **What languages is this tour offered in?** This tour is primarily offered in English. We are also able to offer parts of this tour in French, German, Spanish, Portuguese, Italian, Dutch, Greek, Mandarin, Cantonese, Japanese, Russian, and more – all subject to availability. Non-English-speaking guides are subject to availability.
- **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!
- **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.
- **Size of vehicles for Transfers and Tours.** For our transfers and tours, we typically use Sedans and SUVs. For Private tours, we highly recommend using SUVs.
- **Are there entrance fees for National Parks in Canada?** Park fees are included in your tour package.
- **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

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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.

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

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2074 Steeles Avenue E, Unit 1 & 2, Brampton, ON, L6T 4Z9

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

Phone: (416) 425 8001 | Toll Free: 1-833-621-0750

E-mail: [sales@dmci.ca](mailto:sales@dmci.ca)

Tico License # 50011535

## Luxury Tour Packages - CANADA



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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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