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| Tour Product | The Ultimate Polar Bear Adventure |
| Product Code: | DM-EX YYQULPOBR |
| Markets: | NATA |
| Release Ref: | 1.01 |
| Released on: | 11-Nov-2024 |

FAQ

- **Are there fixed dates of departure for this tour?** Yes. The tour operates on fixed dates as listed under “Departures”.
- **Is this tour customizable?** There is a possibility that tour can be customized if operated as a Private Tour Experience exclusive to you. There will be a substantial additional cost for this.
- **Is it necessary to sign a Waiver to participate in your tours?** You may be required to sign a Liability Waiver to participate in some of the tours in this package. 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.
- **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.
- **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.
- **Can I expect to see animals during the tours?** While there is a possibility of spotting wildlife on our tours and we frequently come across animals, we cannot guarantee sightings on any of our tours.
- **Wild Animals – Is it safe to get close to wild animals? Is it okay to touch them if they appear friendly?** **Absolutely not.** It is not safe to approach wild animals, even if they seem calm and friendly. It is also important not to step out of your vehicle to take pictures of them.
- **Should we purchase Travel Insurance?** Travel Insurance is highly recommended for all clients. If you choose not to purchase Travel Insurance from us, you will need to sign a Liability Waiver, as required by the Provincial

Travel Authorities. DMCi Inc. sells Travel Insurance to Ontario residents, but non-residents of Ontario or international clients must obtain Travel Insurance in their respective province, state, or country of residence.

- **What is the policy in case our 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, a client's inability to travel or join the tour on time due any reasons including but not limited to delayed/cancelled flights, denied boarding, refused admission into the country at the point of entry, delayed/cancelled visas, health conditions, death in the family, etc. are not reasons for a refund or a substitution tour. If client/s are unable to join the tour or fail to join the tour on time, no refund/substitution tour will be provided. DMCi is not responsible for any disruptions caused by weather, traffic &/or road conditions, cancelled flights, etc. All such circumstances should be covered by their Travel Insurance.

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

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