

## City Experience New Orleans: A Tale of Music, Mystique, and Mardi Gras

6 Days | 5 Nights  
DM-CT MSYEXP

New Orleans, LA

Tour Operates: 01 Jan 2024 to 31 Dec 2024

### FAQ

- **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.
- **How will we transfer from New Orleans Airport (MSY) Airport to our hotel in downtown New Orleans.** Our driver will meet you at the kerb and transfer you to your hotel in downtown New Orleans. More detailed information will be provided to you in the final confirmation and tour voucher sent to you upon confirmation of your tour.
- **Will we be picked up from our hotel for the transfer to the Airport?** No. You must make your own way to the airport. The fare will be same printed under arrival transfers. We do offer Airport Transfers as an optional add on. Please check with us for rates.
- **Will we be picked up from our hotel for the transfer to New Orleans Airport (MSY) Airport?** Yes, you will be picked up directly from your hotel. The Private Vehicle will arrive at the designated hour in front of your hotel. Please be aware that the vehicle will wait no longer than three minutes. On occasion, you may be required to reach a designated pickup point on your own. The voucher you receive upon confirming your tour will have all necessary instructions for this transfer.
- **Will someone come to my hotel to pick me up for the tours?** Yes, in most cases, you will be picked up from your hotel for the tours. We'll let you know for sure when we send your tour confirmations. If there's a time when you need to go to a pickup point for the tour, it will always be a short ride away, never more than 15 minutes by cab or Uber. More detailed information will be provided to you in the final confirmation and tour voucher sent to you upon confirmation of your tour.
- **Is it necessary to sign a Waiver to participate in your tours?** No. If our 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 tour or activity. This requirement will be clearly indicated on your tour

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TICO License # 50025633

## City Experiences - USA



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 Coaches for Transfers and Tours - What are the sizes of the coaches used for transfers and tours?** For our transfers and tours, we use coaches of different sizes. Depending on the tour and the number of people, you might be on a big coach with 56 seats, a medium-sized one with 33 seats. We also use 24-seater, 14- and 10-seater vans as well as mini vans for our tours.
- **Is it mandatory to present Service Vouchers received from Stars & Maple 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 Stars & Maple 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.
- **Should we purchase Travel Insurance?** Travel Insurance is highly recommended. Please note - If you must choose to decline our offer to sell you Travel Insurance, we will require you to provide us with a signed Liability Waiver, as required by the TICO, the Provincial Travel Regulatory Authorities of Ontario, Canada. Stars & Maple

## City Experiences - USA



Holidays sells Travel Insurance to residents of Ontario who are Canadian citizens or landed immigrants (Permanent Residence Card Holders) only. Non-Canadians and non-residents of Ontario or international clients must purchase 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?** – Stars & Maple Holidays, our service providers, employees, contractors & sub-contractors etc. are responsible only for services booked through us. Therefore, your 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 you are unable to join the tour or fail to join the tour on time, no refund/substitution tour will be provided. Stars & Maple Holidays 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 @

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