

How are border crossings handled?

For specific border crossing requirements, the [COVID-19 page on the DeNure Tours web-site](#) has links to the applicable government sites.

For land-based packages, guests are responsible for getting to the starting point of the tour, so guests will need to complete the declarations and provide COVID-19 vaccination information as necessary. Then, if during the tour there is a border crossing, information will be provided describing the declarations and COVID-19 vaccination registrations that may be required.

For motorcoach-based tours that cross provincial or international borders, information will be provided 1-2 weeks in advance of departure, describing the declarations and COVID-19 vaccination registrations that will be required. The successful crossing of borders by the motorcoach requires that everyone on the coach meets the requirements to cross. If there are questions, please feel free to call **1-800-668-6859** or email us: info@denuretours.com

No matter where we travel, it is strongly recommended that, at a minimum, every traveller should bring along government issued photo ID and printed copies of both vaccination confirmation receipts. If travelling internationally, ensure that your passport is current, and carried with you.

Is DeNure Tours still in business?

YES, we are still in business! There has been major upheaval in the tourism industry and like all tour operators, we have faced some considerable hurdles in the past couple of years. We have been working hard to develop and introduce our new family of brands: Tours in Canada, Sunshine Getaways, and DeLuxe Hiking. Depending on where your travel interest may lie, whether you are "Ready for Adventure" with a hiking tour from DeLuxe Hiking, "Ready to Escape to Warmth", or "Ready to Explore" a corner of Canada or Beyond, our 'families' are eager to take you and yours on a journey of a lifetime. Call us!

Has DeNure Tours been sold?

NO, DeNure Tours has not been sold. Although there have been major challenges with the tourism industry and our company has been impacted extensively, we are still owned and operated by the DeNure family. Our office building has been sold but we are still in business at that location and we are looking forward to having you travel with us again soon!

Why do you have these new brands?

By organizing our tour products into these distinct brands, we can:

- Make it easier for guests to find the trip best suited for them.
- Develop new products inspired with specific travel interests in mind

Do you still take custom groups?

Pre-formed groups interested in reserving a departure will be welcomed, provided that the itinerary requested essentially matches one of our standard products. For more information, group leaders should contact our office.

Do you still take student groups?

No. Although we did offer student tours in the past, it is felt that for now we should focus on offering standard tour products for adults.



Frequently Asked Questions



Do you offer charters?

Yes, but charters are not our business focus. We have a small fleet that is generally required for our tours, but as availability permits, our deluxe motorcoaches are available for charters. Please call **1-800-668-6859**, selecting the option for reservations and general inquiries, or email us at charters@denuretours.com

Why is the Cancellation Protection Waiver no longer available?

For many years, DeNure Tours developed and offered a 'peace of mind' trip cancellation waiver that applied from the time of booking until the departure date. Today, our partner hotels, restaurants and attractions require a commitment because of staff shortages and the residual impact of COVID-19 on supplies. Thus, with the uncertainty in the travel world, we are currently not able to offer this protection. We are happy to provide details on other available insurance program options.

What happens to my Denuros?

Our Denuro program, in operation since 1999, involved earning rewards for travel that could be used to discount future travel. This program **ended as of April 1, 2021**. After this date, denuros can no longer be earned. Those who have denuros 'in the bank' are welcome to continue to redeem them on future travel reservations, with the same conditions as in the past. *(YES, we have removed the expiration date for denuros!)* **Ask how you can use your denuros at the time of booking.**

