

Terms, Conditions and Travel Information

CONTACT INFORMATION:

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DEPOSITS, PAYMENT:

A **Non-Refundable** deposit is required with registration (see registration form).

PAYMENT METHODS

Full payments must be made no later than 91 days prior to departure. If needing to make special payment plans please contact. Payments can be made in Canadian Funds by Online banking, cheque, money order, cash or Pay Pal (visa, mastercard) .

CANCELLATIONS:

Any cancellations must be given in writing via mail or e-mail.

If needing to cancel the following penalties will be charged:

Prior to 90 days before departure Non-Refundable deposit.

Between 89 to 60 days before departure 25% of payment.

Between 59 to 32 days before departure 75% of payment

Between 31 to 0 days before departure 100% of payment

*Please note that for any USA bound tours there is a 31 day hotel cancellation policy in effect.

If the tour is canceled then all monies paid will be refunded including non-refundable deposit.

TOUR INFORMATION:

The final itinerary with pick up times and locations, hotel information, daily information will be given out approximately 15 days prior to departure.

SEATING ON THE COACH:

The 2 seats directly behind the driver are reserved for the guide/escort and/or any other

staff. Seating for the front seat rotation is on a first paid in full basis. Clients will be asked to move on a daily rotation to allow everyone different views and meet new friends.

DEPARTURES:

All Tours will start from the south parking area at the Deerfoot Inn and Casino located at 1000, 11500 – 35th Street SE, Calgary, Alberta. Overnight and tour parking is available. Other pick up points will depend on routing and number of passengers to pick up.

SMOKING POLICY:

Smoking on or within 3 metres of the coach is strictly forbidden.

ALCOHOLIC BEVERAGES:

The consumption of alcoholic beverages will be governed by each tour and the legal allowance of the province or state which travel occurs.

TRAVEL INSURANCE:

It is recommended to obtain travel insurance for any and all tours outside of Canada. All travellers are responsible to find own travel insurance for their individual requirements.

MEDICATION:

If requiring any types of medication please have enough for the duration of the tour and in properly marked containers.

NOT INCLUDED IN TOUR:

Gratuities are a customary way to show appreciation for good services. Tips to waiters/waitresses, hotel staff, house keeping, step on guides, tour directors/escorts and drivers are not included in the cost of the tour. The following is a approximate guide:

Restaurants between 15%-20% but never less than \$1.00

Hotel staff and house keeping between \$1.00 - \$2.00 per day.

Suggested gratuities for step on guides, tour directors/escorts, and drivers is between \$2.50 to \$5.00 per person per calendar day.

Only some meals are provided, please see each individual tour for details.

BAGGAGE ALLOWANCE:

Passengers are allowed 1 large suitcase (if tour is over 1 week, then 2 suitcases) and 1

carry on per person, unless special circumstances such as convention promotional items. There will be a charge of \$2.50/ day per extra baggage. If passengers require assistance with mobility such as walkers, electric carts, etc please let us know when booking tour. There is no extra charge for these devices. Although our staff will do their best effort to protect your belongings when loading and unloading, they cannot be held liable for any normal wear and tear, damages, theft or loss at hotels or during the travels. It is recommended to have travel insurance with a luggage clause.

CROSSING BORDERS:

We are not responsible and will not refund if client is refused entrance into a country due to past or present legal problems, forgetting to bring or not obtaining the correct travel documents.

ACCOMMODATION:

We will do our best to arrange clean, comfortable and quality accommodation.

We are not responsible if the advertised accommodations do not come up to the standards advertised or the hotels overbook.

OUR RESPONSIBILITY:

Our staff will make the best possible arrangements with hotels, transportation and other parties. We are not responsible for acts by these parties. We are also not responsible for acts of nature, governments or other factors, which we have no direct control, which may cause late arrivals/departures, loss or damage, injury or death.

Our staff reserves the right to refuse or terminate with out any refund a tour to anyone whose actions criminal or other threaten, affect or disturb the safety of guests and staff.

NOW SIT BACK AND ENJOY YOUR TOUR!