

Terms & Conditions

Travel is valuable and well earned, and attention to these Booking Conditions now may alleviate potential misunderstandings. They set out your agreement with The Great Canadian Travel Group (GCTG) – and contain important information. By booking with us, paying the non-refundable deposit and final payment you acknowledge that you have read, understood and agree to be legally bound by these Booking Conditions. Acceptance of your booking will be confirmed in writing to you or your travel agent, and a contract comes into existence on the date shown on your Passenger Booking Form.

Except where stated otherwise, GCTG acts as an agent for service providers when making arrangements for your trip. GCTG is not responsible for the acts and omissions of others, including tour guides, airlines and accommodation providers or for any loss, damage, death, injury or expense (including loss of money paid in advance), which you may incur as a consequence of the acts and omissions of others. GCTG will not accept responsibility or liability if you contravene any law or regulation of any country or region visited. For these purposes, GCTG enters into these Booking Conditions as trustee or agent for its Representatives.

- 1) **PRICES AND VALIDITY:** Prices are quoted in Canadian dollars (CA\$), US dollars (US\$) or another currency as indicated in your personalized quote and on your Passenger Booking Form. Prices quoted are based on costs and exchange rates applicable at the time of booking. GCTG reserves the right to adjust prices, whether or not you have already made full payment, in the event of adverse exchange rate fluctuations, the imposition of additional fuel surcharges, government fees and/or taxes and unforeseen entrance fees levied by tourism sites.
- 2) **CANCELLATION BY GCTG:** GCTG will not be liable for any delay in, change to or cancellation of trips due to 'Force Majeure'. This means a circumstance beyond the reasonable control of GCTG and includes, but is not limited to, war or threat of war, riot, civil strife, terrorist activity, industrial dispute, disease, industrial or nuclear disaster, adverse weather conditions, volcanic activity, fire and strikes. GCTG reserves the right to cancel a trip should final payment not be made by the due date stated on your quote and booking form.
- 3) **CANCELLATION BY YOU:** If you wish to cancel all or any part of your booking, notification of cancellation must be made to GCTG in writing according to the dates specified in this booking form. The date of cancellation is the date on which GCTG receives written notification. Verbal cancellation is not adequate notice. Cancellation policies are unique to each service provider. Please read the specific brochure or website to be informed.
- 4) **BOOKING AMENDMENTS:** Amendments to your finalized booking will incur charges which may include, but are not limited to, additional costs of trip components and agency fees.
- 5) **CHANGES TO YOUR TRIP:** You acknowledge that travel requires a degree of flexibility, good humour, and an understanding that the itinerary, accommodations and/or modes of transport may change, even after a tour's commencement, without prior notice due to local circumstances. Changes may occur because of 'Force Majeure', poor road conditions, weather, the availability of tickets, vehicle breakdowns, changes in transport schedules or other circumstances beyond GCTG's control or which simply cannot be foreseen. GCTG does not accept any responsibility for loss of enjoyment, delays or compensation resulting from circumstances beyond GCTG's control. You acknowledge that group sizes may also vary during the duration of your tour.
- 6) **COMPLAINTS:** Should you have any complaint about your trip, you must make it known at the earliest opportunity to the local tour escort/leader and/or GCTG, who will normally be able to take appropriate action. If, after completion of your trip, you feel your complaint has not been properly dealt with you must notify us in writing within 30 days of the end of your trip. Please send to the President by email (ian@gctravel.ca) or by mail to the address on this form. No employee of GCTG or its service providers, apart from a director of GCTG, has the authority to vary or omit any of these terms, or promise refunds. GCTG cannot be held responsible for compensation of extra expenses incurred for situations it was not immediately advised of and situations where we were not given the opportunity to correct the problem at the time.
- 7) **TRAVEL INSURANCE:** Adequate and valid travel insurance is compulsory for all GCTG travelers. Your travel insurance must cover liabilities arising from accidents, injury, illness or death and medical expenses. For expedition cruises and other journeys beyond normal road access, your insurance must also include adequate coverage in the event of an emergency medical evacuation by helicopter rescue and/or air ambulance where applicable. GCTG also recommends that it cover trip cancellation and interruption, loss of luggage and personal effects. In some cases, GCTG may require proof of your insurance coverage before departure including name of insurer, policy number and insurer's emergency telephone number.

Clients making their own travel insurance arrangements should ensure that there are no exclusion clauses limiting protection for the type of activities included in their trip.
- 8) **PASSPORT AND VISAS:** It is your responsibility that you carry a valid passport and have obtained the appropriate visas when travelling with GCTG. Please ensure your passport is valid for at least 6 months beyond the duration of your trip.
- 9) **PRIVACY:** In order to be able to supply a service to you, GCTG will need to collect certain information from you, some of which may be of a personal nature. The information may be disclosed to or collected on behalf of our suppliers in order to enable the services to be provided. It will not be used by them for any other purpose. Please see our full privacy policy on our website: <http://greatcanadiantravel.com/information/privacy-policy/>

Acknowledgement: As the person listed above, I have read the Terms & Conditions and accept and understand that they form part of this contract. I undertake on my behalf and on behalf of any other persons for whom this is a joint booking to accept the terms and conditions as provided and the decisions of any/all trip leaders the vendors appoint.

Signature: (Primary Passenger)	Date:
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