

ATOURZ



ATOURZ

TERMS AND CONDITIONS YOU SHOULD KNOW

At **ATOURZ** we want you to have the perfect vacation you envisioned. We will go the distance to accommodate all your special requests, whenever possible. We are also committed to do our utmost to solve any unexpected problems that you may encounter.

IMPORTANT

When you book with ATOURZ (a division of Airliners) you enter into a contract with ATOURZ and those companies providing the included services. Please read the terms and conditions carefully and ensure that you fully understand them.

TRAVEL AGENCIES

ATOURZ accepts bookings through travel agencies. All communications prior to your departure, including payment and refund transactions, must be made through your Travel Agent.

PRICES

All prices quoted are in Canadian dollars unless otherwise noted and are subject to change without notice.

PRICE GUARANTEE

ATOURZ guarantees that your vacation price will not increase for any reason once you have paid your balance in full. If the price of travel services for which you have paid a deposit increases by more than 7% before payment of the balance, you have the right to cancel without penalty and we will refund you the full deposit.

PAYMENT

Payment must be made through your Travel Agent by cheque or with the following credit cards: VISA, MasterCard and American Express. If you make a payment with a credit card, Airliners, of which ATOURZ is a division, or the respective airline, or both, as the case may be, will appear as the vendor on your statement, not the travel agency. Your verbal authorization to use your credit card for deposit and/or final payment indicates your compliance with our booking terms and conditions, whether or not you have actually signed the appropriate draft. Non-payment on due-date will result in automatic cancellation with applicable penalties.

PRICE INCLUDES

Accommodation as listed or comparable; sightseeing, meals, transfers, and other services as specified in the itinerary. Please refer to the specific itinerary for inclusions.

PRICE DOES NOT INCLUDE

Cost of personal or trip cancellation or baggage insurance, departure taxes, port tax, transportation of excess baggage, all items of a personal nature such as laundry, alcoholic beverages, soft drinks, any gratuities and any items not mentioned as specifically included.

TAXES AND SERVICE CHARGES

All travel services are subject to various charges such as departure taxes, hotel service charges, government hotel taxes, visa fee, etc. The exact taxes and amounts vary by destination, product and season. These charges are shown as an additional amount depending upon the destination and are subject to change. Hotel and car rental taxes are pre-collected unless otherwise specified. Service charges are paid locally except where noted.

RESERVATION AND DEPOSIT

A non-refundable deposit of 35% of the total price is required. The balance is due 45 days prior to departure. A booking made within 45 days of departure is payable in full at the time of booking. Reservations made within 10 days may be subject to a late booking charge. We reserve the right to cancel your booking if full payment is not received by the due date and applicable cancellation penalties will apply.

CHANGES TO BOOKINGS

If you wish to change the travel arrangements made, ATOURZ will make every effort to satisfy your request. A change fee may apply.

CANCELLATION CHARGES

Refunds for cancellation of a reservation will only be taken into consideration once notice is received in writing by ATOOURZ. **Charges for cancellation for all bookings except for Africa and New Zealand & Australia will be as follows:**

Number of days prior to tour commencement	Cancellation Charge
45 days or more	loss of deposit
44 - 21 days	50%
20 - 0 days	100%

Charges for cancellation for Africa bookings will be as follows:

Number of days prior to tour commencement	Cancellation Charge
60 days or more	loss of deposit
59 - 31 days	50%
30 - 0 days	100%

For charges for cancellation for New Zealand & Australia bookings, please see the Terms and Conditions in the Scenic Tours brochure.

REFUNDS

All requests for refunds must be submitted in writing to ATOOURZ through the travel agent from whom the tour has been purchased within 30 days of scheduled completion of travel service along with original/authentic receipts, unused vouchers, etc returned to ATOOURZ by traceable means. Your failure to provide us with notice in writing will preclude your right to pursue a claim against us. No refund will be made for unused features or services, or in the event a service or function is cancelled due to causes beyond the supplier's control. Refunds will not be issued for amounts less than \$50.00.

TRAVEL DOCUMENTS

It is your responsibility to obtain at your expense a valid passport and all documentation (including tourist visa cards) required by the relevant government authorities. Ask your Travel Agent for details. In the event you do not obtain the required documentation you will be denied boarding by the air carrier or refused entry into the country of destination. Customs and/or Immigration officials can, at their own discretion, deny a traveller entry into their country. ATOOURZ cannot be held responsible for denied entry under any circumstance. You will be responsible for any costs incurred in catching up with your tour and no refund will be made under such circumstances.

LOCAL LAWS, CUSTOMS AND DIFFERENT LIVING STANDARDS

There are many different living standards and practices, including provisions of utilities such as water, electricity, preparation of food, etc from those found in North America. To ensure an informed and enjoyable vacation, we recommend you discuss the relevant customs of the countries you will be visiting with your Travel Agent and the appropriate tourist boards and/or embassies or consulates.

INSURANCE

All passengers are strongly urged to take out available insurance coverage to adequately protect themselves against cancellation due to illness prior to or during travel. In the event of a traveller becoming ill during a tour, all hospital and medical expenses are the traveller's responsibility and they shall not be entitled to any refund, either total or partial, of passage money paid. Check with your Travel Agent as to what conditions and charges apply if you cancel your flight and/or land reservations.

SPECIAL SERVICES

We will do our best to convey your special accommodation requests and other requirements but these are strictly at the discretion of the hotel, and may not be confirmed prior to departure and may be subject to surcharges payable locally. ATOURZ is not responsible if these special requirements are not met. Special in-flight meals must be requested at least 72 hours before departure. There is no charge for special meals, and if your special meal is not boarded, no refund will apply.

ACCOMMODATIONS

The quality standards denoted for hotels refer to criteria and standards that apply in the country where the hotel is located. These occasionally may differ from North American standards. Check-in and check-out times vary by hotel. It is your responsibility to notify the supplier directly of late or missed flights. Failure to do so may result in cancellation of your reservation. Check-in for accommodation is generally not until 3 pm. Alternative arrangements are recommended for early arrival.

IF YOU ENCOUNTER A PROBLEM

Should you find your accommodation or other service unsuitable, contact our local representative or the hotel manager. If the matter cannot be resolved at the destination, notify your Travel Agent immediately. If you decide to find your own accommodation elsewhere, we will refund the unused portion of your hotel stay upon return less any cancellation penalties imposed by the supplier. Any additional costs incurred are your responsibility. Refund requests must be made in writing through your Travel Agent within 30 days of completion of travel service and be accompanied by original receipts.

FLIGHTS AND CARRIERS

Your airline ticket contains conditions of carriage and also includes the limitations of the carrier's liability under international conventions and agreements. For your return flight please contact your airline 72 hours prior to departure to reconfirm your flight, departure and check-in times and any other requirements. All connecting flight reservations are made at the risk of the passenger who hereby agrees to assume the cost of any loss in the event of a change to the original flight schedule. Lost/damaged baggage is the responsibility of the airline, not ATOURZ. As a safeguard, we strongly recommend covering your risk through appropriate travel insurance.

INFORMATION AND PHOTOGRAPHS

Every effort is made to ensure the information provided is correct. Photographs are representational only and do not guarantee that everything will be exactly as depicted upon arrival at your destination. The occasional error or change in circumstances may occur. As tours are planned months in advance prior to departure, occasionally it is necessary to make changes. The majority of these changes will be minor and we reserve the right to make them whenever it is necessary. Where significant changes are made, we will notify you or your Travel Agent as soon as reasonably possible.

RESPONSIBILITY OF ATOURLZ

ATOURLZ and its employees and agents only act as representatives of the passengers and accept no responsibility for the passengers or for the quality of services provided by airlines, hotels, trains, car rental operators, any government authorities or agencies, and other suppliers. Each supplier has its own terms and conditions by which you will be bound. ATOURLZ is not responsible for loss of or damage to property, or for injury whether physical or mental, or for death, or for any other loss resulting from a delay, a change of service, a substitution of equipment, a mechanical defect or failure however caused, or the consequences of any act, omission, negligence, or other fault of a supplier, its agents, servants, employees or subcontractors. Neither will ATOURLZ be liable for a failure by the client to be properly documented, or to comply with departure or baggage requirements, or for any act of God, or for any government action or inaction, or for any cost or experience arising out of injury, accident, death, inconvenience, disappointment, stress, or loss of enjoyment, including the cancellation or change for any reason in the travel service offered. ATOURLZ and the relevant suppliers reserve the right to cancel or change the travel services, but will try to substitute comparable services. Passengers will bear the additional expense, if any. Conversely, if changes result in savings, a refund will be paid out. If your reservation is completely cancelled, the responsibility of ATOURLZ will be limited to a refund of all monies paid. This contract shall be interpreted in accordance with the laws of Ontario.

ATOURLZ IS A DIVISION OF AIRLINERS

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