

VICTOR TRAVEL TERMS & CONDITIONS

GENERAL:

Please be advised that any travel product or service that customers acquire through Carlson Wagonlit Victor Travel creates a contractual relationship between the Customer and the Tour Operator/Airline. Carlson Wagonlit Victor Travel acts as an agent for the Tour Operator/Airline which is providing the Customer with travel products or services purchased. Carlson Wagonlit Victor Travel is careful to select Tour Operators/Airlines that are reputable and in good standing with The Travel Industry Council of Ontario ("TICO"). If customers are dissatisfied with any product or service provided by a particular Tour Operator/Airline, we would like to know. However, please be advised that under no circumstances does Carlson Wagonlit Victor Travel accept legal responsibility or liability for any customer dissatisfaction with the product or services provided by any Tour Operator/Airline. For more information regarding the terms and conditions governing the contractual relationship with a Tour Operator/Airline, customers are advised to reference the information published in the respective Tour Operator/Airline brochure, or on said Tour Operator/Airline web site. Customers are strongly encouraged to review and understand this information, and inform themselves of the terms and conditions governing their contract with a Tour Operator/Airline. Customers requiring assistance in obtaining this information can contact Carlson Wagonlit Victor Travel.

LIABILITY: CWT Victor Travel and/or any of its agents will not be responsible for injury, death, damage, loss, additional expenses, accidental delay or other irregularities which may be caused either through willful or negligent acts or omissions on the part of companies or individuals providing or engaged in transportation, accommodations or other services related to the execution of the tour, or through natural calamities and other factors beyond its control.

INSURANCE POLICY: If charges for Travel Insurance are not listed on your invoice, or an Insurance Policy Number is not noted, you have elected to DECLINE Travel Insurance. If you would like to purchase cancellation and/or out of province health (or medical), please notify your agent accordingly. Trip Cancellation Insurance: Accepted [] Declined []. Health Insurance: Accepted [] Declined []

DOCUMENTATION REQUIREMENTS: All travel requires proof of citizenship in the form of a valid passport that must have at least six (6) months validity from the date of your return. Please note: entry to another country may be refused even if the required information and travel documents are complete. Citizenship: Canadian [] Other: [] _____ (Please Indicate) Documentation Required: Passport: [] Visa: [] Tourist Card: [] Other: () _____

PERMANENT RESIDENTS: Permanent residents from a non visa-waiver country **returning to Canada** are required to provide the wallet-sized plastic Permanent Resident Card or a visa to re-enter Canada --the IMM1000 Record of Landing is no longer acceptable. Without a valid PR Card or visa, these passengers are not permitted to board the aircraft, and will need to contact the nearest Canadian Embassy or Consulate to obtain a limited use travel document to re-enter Canada:

SPECIAL REQUESTS: Special Requests, for example, room allocation, adjoining rooms, bed preferences, in-flight meal requirements, in-flight seating requirements, etc., cannot be guaranteed by the TOUR OPERATOR/AIRLINE. While every attempt will be made to accommodate such special requests, the Tour Operator/Airline cannot be held responsible if such requests cannot be fulfilled.

BAGGAGE: The allowance for checked luggage varies for each airline. For baggage allowance, please check with the airline or ask your agent. Weight restrictions vary between 10 and 46 kilos per person as stipulated by the Airline. Unless insured, **ALL BAGGAGE REMAINS THE RESPONSIBILITY OF THE TRAVELLER THROUGHOUT THEIR TRIP.** The traveller further assumes all risk with respect to loss or damage of his or her baggage. In the event of loss or damage, the traveler may file a baggage claim with the Airline directly. Travellers are advised to notify the Airline as soon as the loss or damage is noticed.

CANCELLATIONS, CHANGES AND REFUNDS: No refund is made for unused travel services or any portion thereof, nor is the price or value of unused travel services exchangeable for alternative arrangements. Changes to the current booking are subject to the **TERMS AND CONDITIONS** as per the Tour Operator/Airline and as stipulated in the brochure or on the website of the Tour Operator/Airline. You are encouraged to purchase the appropriate travel insurance coverage. All purchases, once confirmed are 100% Non-Refundable and change fees may apply as per the TOUR OPERATOR/AIRLINE.

AIRPORT CHECK IN, RECONFIRMATION: Seats are generally allocated on a first-come first-served basis. All passengers should arrive at the airport at least 3 hours prior to flight departure. Carlson Wagonlit Victor Travel will make every attempt to assign advance seating in applicable circumstances. Check-in counters open at least 3 hours prior to flight departure and closes 1 hour prior to flight departure. For security reasons, all passengers must be present for check-in. You will not be allowed to board, nor will you be entitled to a refund, if you have not checked in by the required time. Please ensure you contact your airline at least 24 hours prior to departure and on the day of departure, as it is your responsibility to reconfirm all your flight details before departure. Every attempt is made to post the respective airline reconfirmation numbers on the customer's invoice. However, if such number is not available, the customer is advised to contact our office to obtain said number. A customer's failure to contact the airline in regards to reconfirming the airline times and details may result in a flight being missed. Carlson Wagonlit Victor Travel does not accept legal responsibility or liability if any customer misses a flight due to a failure to reconfirm flight times as advised. If Carlson Wagonlit Victor Travel is made aware of any schedule changes in advance of your departure, every effort will be made to advise you directly.

LIVING STANDARDS: Living standards and practices at the destination and standards and conditions there with respect to the provision of utilities, services and accommodation may differ from those found in Canada

PRICE INCREASES: Should your contract with a Tour Operator/Airline permit a price increase, it must be prior to final payment as no price increases are permitted after the customer has paid in full. If the price increase is more than 7%, (except increases resulting from an increase in retail sales tax or federal Good and Services Tax), the customer has the right to cancel the contract and obtain a full refund. Please refer to your invoice