

## Terms & Conditions 2020

### ADDRESS

CANADVAC Travel Services Limited  
106, Duke Street, Box 669, Chester,  
Nova Scotia, Canada, B0J 1J0  
Tel: (902) 273-4040  
Fax: (902) 273-4041  
www.canadvac.com

### E-MAIL

Administration: info@canadvac.com  
Reservations: resv@canadvac.com  
Accounting: accounts@canadvac.com

### CONDITIONS

#### 1. Changes in described program

CANADVAC Travel Services Limited (CANADVAC) reserves the right to change itineraries, accommodations, activities or other parts of the described programs at any time as necessary for the safety of clients, or to maintain or improve the quality of programs. CANADVAC will inform clients of any major changes as soon as they are made.

#### 2. Responsibility

CANADVAC makes arrangements, and may act as an agent for transportation companies, hotels, and other suppliers, and cannot be held responsible for the acts or omissions of these suppliers, or for any loss, delay, damage, injuries, or accident due to the acts or default of said suppliers. CANADVAC is not responsible for any losses due to delay or changes in schedules, sickness, weather, strikes, war, quarantine, or other causes. All services are subject to the conditions imposed by the supplier.

#### 3. Promotions and Specials

All reservations for any promotion such as Early Bird Booking Specials must be flagged at time of booking (i.e. "EBB Special") to be eligible for the promotional rate.

#### 4. Alternate Accommodation

CANADVAC reserves the right to confirm alternate accommodation where required. Alternate accommodations may not have the same bed configuration, meal plan and other arrangements as the original request.

#### 5. Provision of Travel Documents

The Tour Operator is responsible for full documentation for all FIT services, including but not limited to hotels, ferries, adventures and excursions. CANADVAC provides joining instructions available on the tariff.

EXCEPTION: Please note that all vouchers for Labrador Ferries have to be issued by Canadvac Travel only.

#### 5.1 Fly/Drive and customized Fly/Drive services:

Canadvac Travel is offering two options:

Full documentation (including voucher, itinerary descriptions, and other materials, where applicable) shipped to the first tour hotel. The Tour Operator will issue a master voucher with the tour name, which states: "To be exchanged for CANADVAC Information Kit".

Electronic Documents (including vouchers, hotel list and road book) sent by email approx. 6 weeks prior to arrival of clients, after full payment has been received.

#### 5.2 Ferries and Car rental services:

If ferry crossings or car rentals are the first service of a package trip, the vouchers will be emailed to the Tour Operator to be given to the customer, unless otherwise stated.

#### 5.3 Escorted Programs:

The Tour Operator will issue a master voucher for the escorted program. A hotel list and tour itinerary will be provided by email in advance.

#### 5.4 Changes or cancellations:

Upon cancellation or change of a reservation, where vouchers have already been issued to the Tour Operator, the Tour Operator will be held responsible for voiding the original voucher.

#### 5.5 Vouchers

Vouchers issued by the Tour Operator must have the following information clearly printed:

- Address and telephone number of the supplier
- Names of clients
- Full name of the service that is to be provided
- Dates and times
- Special instructions (=joining instructions) as required by the supplier (i.e. check in times, reconfirmations, etc.)

Each voucher should state "Billed to Canadvac Travel Services". Separate vouchers must be issued for each hotel/supplier, including any pre- or post-tour nights booked in conjunction with any package tour.

#### 6. "Triple" and "Quad" Accommodation

The terms 'triple' and 'quad' refer to the accommodation of three or four occupants in one room with two existing beds. Occupants will be required to share existing bedding. Some accommodations may provide a rollaway bed at additional cost. Triple and quad occupancy may not be available in all properties.

#### 7. Excursion

All sightseeing tours and other excursions are contingent on weather conditions and water levels and may be cancelled on site at short notice by the supplier. Sightings of wildlife cannot be guaranteed.

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### 8. Unused Services

There will be no refund for any portion of any service which is not used by the client.

### 9. Seasonality

Peak seasons vary widely and may be as short as the months of July and August in some parts of Eastern Canada and the North Eastern United States. Note that during off- and shoulder- seasons many services, such as restaurants, attractions, provincial parks, etc. may not be open or operating at their full schedule and/or capacity. Additionally, some hotels might not be under full operation.

### 10. Gratuities

Unless otherwise stated, no gratuities are included.

### 11. Smoking

Smoking is not permitted on touring or sightseeing motor coaches in Canada. Smoking will also be restricted at most hotels and restaurants.

### 12. Surcharges

Any extra fees and surcharges (such as parking fees) must be paid by the client on site. These fees are subject to change without further notice.

### 13. Special Conditions & Liability Waivers

Special terms and conditions may apply to specific programs. Clients may be required to sign a certificate asserting that they are in good health and know of no conditions that would cause them difficulty while participating in a given program and that they will not hold CANADVAC or its agents responsible for any loss or injury to themselves or their property during said program. Clients participating in outdoor adventure activities may also be required to sign a liability waiver and/or leave a security deposit for equipment. These waivers and deposits are mandatory and will be processed on site. Clients will not be provided with the product or service should they refuse to complete and sign the liability waiver and/or leave the deposit.

### 14. Complaints or Problems

CANADVAC will not be held responsible for difficulties related to products and services provided by CANADVAC, its agents and suppliers unless the client immediately notifies CANADVAC of the difficulty, so that it may investigate and remedy the situation, if necessary.

## TERMS

### 1. Rates

All prices in this tariff are quoted in Canadian Dollars, including all applicable tax. Quoted rates include all applicable city levy and destination marketing fees. All such levies and fees are beyond the control of CANADVAC and are subject to change without notice.

### 2. Children

Applicable child rates, ages and other restrictions are noted with each product.

#### 2.1 Children on Escorted Holidays:

Reservations for children under the age of 12 will not be accepted on escorted holidays.

### 3. Special Requests

Please note that CANADVAC requires any special requests (for example non-smoking rooms, separate twin beds, adjoining rooms) and conditions (for example accessible rooms, dietary restrictions, health issues such as allergies) at time of booking to be able to book adequate services. Requests made at time of booking may be without additional charge. CANADVAC will forward all special requests to its suppliers and make every possible effort to secure a request but CANADVAC cannot guarantee the fulfilment of special requests.

### 4. Escorted Programs

#### 4.1 Baggage:

A limit of one suitcase plus carry-on per client applies on motor coach programs.

#### 4.2 Transfer:

Client are responsible for their own transfer between airports and their booked accommodation, unless otherwise stated.

#### 4.3 Cancellations:

CANADVAC reserves the right to cancel any trip or, at its discretion, offer a modified form of any trip, when it does not receive the minimum number of bookings (as stated in the trip description) by giving the client notice at least 21 days prior to the scheduled departure

### 5. Ferries

#### Ferry Booking Fee:

A service charge between Can\$ 25 - 45 (per crossing) will be applied to all bookings of ferry services. Service charges are non-refundable. Note that service charges permit 1 change, free of charge, to the related service; for any further changes or cancellations an additional service charge will apply.

## CHANGING FEES:

### 1. Customized Fly/Drives and Fly/Drives

1.1 Changes made between 89 and 30 days prior to arrival will be subject to CAN\$ 50 per change.

1.2 Changes made to ALL PACKAGE BOOKINGS between 29 to 8 days prior to arrival will be subject to CAN\$ 100 per change.

1.3 Any changes within 7 days prior to arrival and/or during the trip will be subject to cancellation charges.

### 2. Accommodation (FIT)

2.1 Changes made after confirmation and until 8 days prior to property arrival will be at no charge.

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2.2 Changes made 1-7 days prior to property arrival will be charged the first night accommodation, per affected hotel.

2.3 Special cancellation policies are noted on the tariff with affected properties.

### Cancellation Fees:

#### 1. Accommodation (FIT)

##### Prior to property arrival

Until 8 days	no charge
7 days or less	first night accommodation charge, per affected hotel
No show	100%

(Special cancellation policies are noted with appropriate properties)

#### 2. Cottage and Vacation Home

##### Prior to arrival

Until 90 days	10% of trip cost
89 – 60 days	50% of trip cost
59 – 40 days	75% of trip cost
39 – 8 days	90% of trip cost
7 days or less and/or no show	100% of trip cost

#### 3. Fly/Drives

##### Prior to arrival

Until 90 days	no charge
89 – 30 days	CAN\$ 50 per person
29 – 3 days	50% of trip cost
2 days or less	90% of trip cost
on tour and/or no show	100% of trip costs

#### 4. Customized Fly/Drives

##### Prior to arrival

After confirmation	CAN\$ 25 per person
89 – 30 days	CAN\$ 50 per person
29 – 3 days	50% of trip cost
2 days or less	90% of trip cost
on tour and no show	100% of trip costs

#### 5. Ferry Services

Cancellation	CAN\$ 45 per crossing
No show	100% of trip cost

\*All ferry service charges are non-refundable.

#### 6. Excursions/Activities and Transportation other than Ferry Services

Until 3 days	no charge
2 days or less	100% of trip cost

(Special cancellation policies are noted on the tariff with appropriate suppliers)

#### 7. Activity Packages/ Guided Adventures

##### Prior to departure

Until 90 days	no charge
89 – 30 days	CAN\$ 50 per person
29 – 3 days	50% of trip cost
2 days or less, on tour and no show:	100% of trip cost

#### 8. Escorted Tours

##### Prior to departure

Until 45 days	no charge
44 – 30 days	10% of trip cost
29 – 3 days	50% of trip cost
2 days or less, on tour and no show	100% of trip cost

#### 9. Cancellations of Non-listed Products

Where CANADVAC is requested to book a product (accommodation, activity, package, etc.) which is not listed in the tariff, a cancellation fee of 50% of the total or as stipulated by supplier applies immediately on booking. Otherwise above noted fees apply.

## PAYMENT PROCEDURE

### 1. Invoice

CANADVAC will email an invoice approximately 4-8 weeks prior of the date of the first service booked.

Full payment must be received not later than 30 days prior to first date of services booked.

Bookings made less than 30 days prior to trip, require immediate payment.

If payments are not made as specified, CANADVAC reserves the right to cancel the booking without notice. Invoices not paid on due date noted on the invoice will be subject to 1.5% interest per month.

### 2. Payment

Payment shall be made in accordance with the invoice in either Canadian funds; Payable to Canadvac Travel Services Limited.

Any cheques in Canadian funds need to be drawn on a CANADIAN BRANCH of any Canadian Bank. Payments MUST be identified using Canadvac's invoice number/booking reference either in advance via email to [accounts@canadvac.com](mailto:accounts@canadvac.com) or on the payment stub.

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### **CAD Payments**

**Payable to: Canadvac Travel Services Ltd.**

TD CANADA TRUST  
1791 Barrington Street  
Halifax, NS, B3J 0B2  
Bank No: 004  
Bank Transit No: 54203  
Account No: 01605247701  
SWIFT: TDOMCATTOR

Tour Operators are responsible for full payment for services rendered, including all bank charges. Please note a NSF (Not Sufficient Funds) charge of CAN\$ 50 will apply to all returned cheques.