

# TERMS AND CONDITIONS FOR CAREFREE JOURNEYS

(by CWT Blowes Travel & Cruise Centres Inc.)

## Terms and Conditions

Please take the time to read and fully understand these conditions. Your payment of deposit indicates your acceptance of these terms.

## Reservations

A non-refundable deposit is due at time of booking and the amount required is shown on each tour itinerary. Please make cheque payable to CWT Blowes Travel and Cruise Centres Inc. We also accept Visa, Mastercard, American Express and Interac. Verbal authorization of the use of your credit card commits you to your reservation whether or not you have signed a credit card draft.

## Final Payment

The date which final payment is due in our office is noted on each itinerary.

## Cancellation Charges

All payments are non-refundable 90 days prior to departure. We strongly recommend the purchase of Tour Package Insurance. We will be happy to quote and explain coverage. We cannot be held responsible for loss of money due to cancellation. In some cases, other cancellation charges may apply, and these will be noted on each individual itinerary.

## Insurance

Cancellation and Medical Insurance is highly recommended and quotes will be provided to you on booking your tour. If you decline to purchase any of the insurance plans that we have offered and explained to you, we will respectfully request that you sign a form confirming to us that you have declined our insurance coverage. Ask one of our travel professionals for full details about the insurance options available.

## Tour Pricing

All prices listed are per person in Canadian Dollars unless otherwise noted. As we need to price our tour packages using many different currencies, we reserve the right to adjust rate due to significant currency fluctuations. Prices are based on exchange rates at time of securing our space with suppliers. We reserve the right to pass along any changes to airport taxes, fuel surcharges and airline imposed taxes, and Government tax structure to the consumer. All tours may be subject to surcharge until such time as your tour is paid in full.

## Not Included in the Tour Cost

All tour costs do not include items of a personal nature such as and not limited to alcoholic beverages, phone calls, airline baggage fees where applicable, and meals that are not included or listed in the itinerary, etc.

## Legal Names/Copy of Passport

Carefree Journeys/CWT Blowes Travel & Cruise Centres Inc. will require a copy of your passport prior to final payment if not available at time of deposit should your passport be in the process of renewal. For all bookings, we will require your legal name as it appears or will appear on your passport. Failure to provide proper documentation at time of booking or time of final payment may result in charges assessed by our suppliers and are your responsibility. In some cases we may be able to make name changes for a fee. This is determined by the fees charged by our suppliers and will include a processing fee by CWT Blowes Travel & Cruise Centres Inc.

## Proof of Citizenship/Passports/Visa Requirements

When traveling outside of Canada, all passengers will require a valid passport. Most countries today require that your passport be valid for up to 6 months of your departure date from a country. Some countries may also have visa requirements for Canadian and non-Canadian citizens. Any extra fees for visas and any other additional travel documentation that may be required are your responsibility. Entry into another country is never guaranteed and is at the sole discretion of the local authorities. CWT Blowes Travel & Cruise Centres Inc. can take no responsibility for a customer being denied entry into another country. Cancellation charges and any additional fees will be at your own expense.

## Luggage

One large piece of luggage per person with total linear dimensions not exceeding 62 inches calculated by adding together its greatest outside height, weight and length – wheels and handles included – will be tagged with our special Carefree Journeys/Blowes Travel & Cruises luggage tag for porter service (where available) at each of our hotels. Please note that you will be responsible for carrying your own luggage at airports, cruise terminals, rail stations, etc. Each large suitcase should not exceed 50 lbs (23 kg). Although the Coach Driver and/or Tour Manager supervise the transfer of luggage to and from the motor coach and every effort is made to handle all luggage as carefully as possible, CWT Blowes Travel & Cruise Centres Inc. cannot assume liability for loss, theft or damage due to breakage, fire, water, etc. On all vacations, one carry-on bag is permitted which you must handle personally and carry with you at all times. If your vacation involves a flight, you will be subject to the luggage size and weight restrictions imposed by the air carrier, and these can vary widely from carrier to carrier. Full details will be provided with your final ticket package.

## Accommodations and Special Requests

Room assignments are always done by the hotel in an impartial fashion. If you have special requests such as a room near the elevator, low floor room, a room near friends traveling with you, etc., please advise us at time of booking. Group seating on airlines is assigned by the individual carrier. In some cases it may be possible to book individual seating with the airline at additional cost to the client. All requests will be forwarded to our suppliers, but these requests are not guaranteed. The hotel, cruise ship and airline names we have listed in our itineraries are published in good faith. Occasionally, substitutions may be necessary. In such a case, we will provide a substitute of a similar or better standard than those named.

**Tour Guarantee**

Some tours require a minimum amount of participants to operate. We will do everything possible to ensure tours operate as scheduled, however we reserve the right to cancel should we not reach our required number of participants. If a tour is cancelled each passenger booked will receive a full refund, in the manner in which the customer made the payment.

**Physically Challenged Passengers**

Physically challenged passengers are more than welcome to travel with us, however they MUST have a capable traveling companion to assist you at all times and we must be notified of any disabilities when reservations are made. It is the responsibility of users of walkers and wheelchairs to have someone with them to load and unload these from the motor coach as neither fellow guests, our employees or those of our suppliers will be available for such purposes. Some tours may present difficulties for the physically challenged and these tours indicate this on their description.

**Gratuities**

Gratuities have been included in all of our tours for included meals, local guides and drivers unless otherwise noted on itinerary.

**Notice to Travelers**

When you travel outside the province of Ontario, please be advised that there may be different living standards with respect to the provision of utilities, services and accommodations outside of Ontario.

**Photos Posted to Our Website**

On occasion your Carefree Journeys tour manager will be taking photos of group members participating in various activities. These photos may be posted on our company website or blog. If, for any reason, you do not wish to have your photo taken and published, please advise your tour manager on Day 1 of your journey.

**Privacy Policy**

To process your reservation, we will need personal information including your name, address, telephone number, e-mail address, passport number, date of birth, citizenship, and information you have disclosed regarding health, medical, dietary, mobility and other special requirements. This personal information may be passed on to other suppliers of your travel arrangements in addition to public authorities (such as customs and immigration), and security organizations as required by law. In making your booking, you consent to your personal data being passed to relevant third parties as set out above.

**Disclosure Notice**

In offering travel arrangements for sale, Carlson Wagonlit Blowers Travel & Cruise Centres Inc. acts only as an agent. CWT Blowers Travel & Cruise Centres Inc. maintains no control over the personnel, equipment or operations of any supplier and assumes no responsibility for, and shall not be expected, asked or required to pay for any financial loss, personal injury, property damage, other loss, accident, delay, inconvenience or irregularity which you may experience either by reason of (1) non-performance by any supplier for whatever reason (2) wrongful causes, negligent or unauthorized acts or omissions on the part of any supplier or its employees or on the part of any other party not under the control of CWT Blowers Travel & Cruise Centres Inc. or (3) any defect, breakdown or other failure of any aircraft, train, bus, automobile, accommodation, ship or other equipment or instrumentality operated and owned or otherwise used by a supplier. Other terms and conditions of your travel arrangements may be outlined in the supplier brochure and your travel documents and you should read them carefully. We cannot be held responsible for loss or damage due to unexpected weather conditions, civil unrest and other unforeseen circumstances. (Travel insurance may cover some of this).

Availability of refunds for unused travel reservations will vary as your payment becomes property of the supplier upon remittance to CWT Blowers Travel & Cruise Centres Inc. In the event of any bankruptcy you should seek refunds directly from your credit card company, the supplier or Ontario Travel Compensation Fund. Travel Insurance will usually cover this.

CWT Blowers Travel & Cruise Centres Inc. reserves the right to decline any person as a member of the tour at any time before or during the tour should such person's presence be considered detrimental to the interest, comfort and enjoyment of the other tour members. Persons leaving the tour during operation will not receive a refund of unused services, and all costs of returning to the point of embarkation will be borne by the client.

**Tour arrangements by**

Carefree Journeys

(by CWT Blowers Travel & Cruise Centres Inc.)

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