



76 SOUTH PARK DR. LEDUC, AB. Tel: 780.993.5604 : 30 GEORGE ST. N. SUITE 109, BRAMPTON, ONT. Tel: 647 297 6520

## TERMS AND CONDITIONS

### Your custom TYW tours include:

- Round trip transportation from the Canadian or U.S.A. designated gateway.
- Full breakfasts and dinners unless otherwise stated in the program with lunches on cruise ships.
- Accommodation can be based on \*single, \*double, triple or quad rooms. 2 - 6 bed cabins during the night trains, inside quad cabins during the sea cruises, with outside being available for an extra cost \*(supplements apply)
- Entrances to the sites as listed in the program.
- Full time TYW Tour manager.
- All transfers, metro tickets and transportation as per program.
- RBC travel Insurance

### Your custom TYW tour does not include:

- Beverages, lunches, passport fees, visa fees, gratuities, personal expenses and activities not listed on your TYW itinerary

### Proof of citizenship/Visas and Passports:

You are responsible for obtaining and paying for all visas and entry documents, for meeting all health and other requirements, and for any documents required by law, regulations, orders, and/or requirements of the countries you will visit. Non-Canadian passport holders must consult with appropriate consulates to determine if any visas are needed and are responsible for obtaining all visas and entry documents independently. TYW is not responsible for providing you with specific visa and passport information or documentation and TYW cannot accept liability for any passenger refused entry onto any transport or into any country due to failure of the passenger to carry correct documentation. All passengers traveling internationally are required to have a passport. Most countries require that the passport be valid for at least six months beyond the conclusion of your trip. It is recommended you have a minimum of three blank pages in your passport when traveling, as many countries require blank pages.

See: [www.voyage.gc.ca](http://www.voyage.gc.ca)

### Customs and Immigration:

Customs and/or immigration officials can deny a person entry into their country at their own discretion. A previous criminal record could be an obstacle in international travel. TYW cannot be held responsible for denied entry under any circumstances.

### Travel Conditions:

Travelers should always be aware of the different living standards & practices that exist outside of Canada, some of which can include the provisions of water, accommodations, food, religion, beliefs and traditions. TYW is committed to travel that is environmentally, culturally and socially responsible.

**Holiday and Museum Closures:**

During local or national holidays or special events, on Sundays, and religious occasions, certain facilities such as museums, churches, restaurants, sightseeing tours, and shopping may be limited or not available. Alternatives will be offered whenever possible. TYW cannot be held responsible for any closure or curtails for any reason.

**Maps and Photos:**

Maps shown on tour pages are current at the time of printing and may not reflect actual tour routing should the tour change. Photos shown on tour pages are reflective of the area(s) visited, but may not be included in the actual tour itinerary.

**Hotel Ratings:**

Star ratings are our opinion and can differ from official grading. Our rating is relative to general standards in each destination, so our four-star hotel in one destination can be different to our four-star hotel in another. Ratings are based on many factors including hotel location and facilities as well as feedback from our customers and staff. If any member of the group damages property, those of hotels, restaurants, buses, sites, and museums, they will/can be charged for the damages at the participants expense.

**Hotels and / or Accommodations:**

Hotel accommodations will be listed no less than 100 days prior to departure. Your accommodation is based on double, triple and quad occupancy.

**Tour leaders accommodations:**

One Single room for a tour leader in hotel if no twin is available or can be shared.

Single cabin on cruise will be charged extra.

No single berths are available on overnight trains.

**Adult supplement:**

Adult supplement is required due to the higher entrance fees to the sites and museums, double or single accommodations and meals.

**Local Cuisine:**

One of the educational aspects of traveling is sampling local cuisine and discovering new tastes, flavors and customs. TYW will offer you plenty of opportunities to try local cuisines with the meals included and we urge each participant to discover their own favorites during their tours. Our tour managers are always available to explain menus and ingredients.

**Special Requests:**

TYW cannot guarantee specific requests such as room location, adjoining rooms, bed preference, in-flight meal requirements, etc. While TYW will attempt to advise service providers of such requests, it cannot be held responsible if such requests cannot be fulfilled or if local surcharges are applied.

**Complaints Procedure:**

Should you have a complaint in respect of your holiday, you should inform your tour manager during the course of your trip. If the matter cannot be resolved after the representative's best endeavors to do so during the trip, your complaint should be made in writing to TYW as soon as possible after the tour.

**Unused Services:**

There will be no discounts or monies refunded for missed or unused services, this includes voluntary or involuntary termination/departure from tour, i.e. sickness, death of a family member etc, late arrival on the tour, or premature departure either voluntary or involuntary.

**Medication:**

Some drugs are not available abroad. You must carry a sufficient amount of your medication, whether it is prescribed or can be purchased over the counter. Furthermore, make sure your medication is in your hand luggage. NEVER pack it in your suitcase or give it to someone else to carry it for you. \*All Medication must be in its original package/bottle\*

**Baggage Allowance: See Airline website**

Although every effort is made to handle passengers' luggage as carefully as possible, TYW is not responsible for and does not assume liability or accept claims for loss of or damage to luggage due to breakage, theft or wear and tear through hotel and group carrier handling.

**Checked Baggage Charges:**

Some airlines may impose additional charges if you choose to check any baggage. Please contact your airline or refer to its website for detailed information regarding your airline's checked baggage policies.

**Responsibilities of all parties:**

TYW is only responsible for acts or omissions of its employees. Each tour begins with departure from your designated gateway and ends on arrival at the same gateway. TYW's responsibility for a Land Only Program (LOP) begins upon your arrival in the designated hotel and terminates on checkout at the final hotel of the tour. TYW is not responsible for events beyond its control including and without limitation, acts of God, war, strikes, government restrictions, flight delays, loss of your airline tickets, loss or damage to luggage or any personal belongings, acts of individual(s) not employed by TYW, airlines, bus companies, cruises, restaurants, local guides or any other agency, company or individual. TYW is not be responsible for any accident which occurs during your absence from scheduled daily activities, or if you disobey the recommendation from your Tour Director with respect to the local way of life. While abroad, you are obligated to respect foreign customs, in a courteous and considerate manner. TYW reserves the right to cancel the program for any participant at any time for reasons deemed to be valid to the TYW Tour Director.

(i) If his or her conduct jeopardizes the group's schedule or TYW's ability to send future groups to a location or venue, the said traveler can be sent home at their own cost, and no refund for "unused services" or additional costs will be issued.

(ii) If any member of the group damages property, those of hotels, restaurants, buses, sites, and museums, they will/can be charged for the damages at the said members expense.

(iii) The Group Leader (s) is responsible for checking the rooms upon arrival and before the group's departure.

(iv) Any use, or trafficking of non prescribed or illicit drugs during the trip will result in immediate expulsion from the trip at said traveler's own expense.

**Payment Plans:**

Down payment: \$ 500.00, which includes RBC all-inclusive insurance. The down payment is non refundable but is transferable to a new traveler. Replacement name is allowed prior to the final payment.

Second payment: 50% of the trip cost.

Balance: 100 days prior to departure including the airport taxes and surcharges.

**Methods of payment:**

TYW offers the following payment possibilities:

- a) Individual cheques and/or post-dated cheques
- b) Group Cheque
- c) Credit card payment (merchant fee applies)
- d) On-line payments.

It is recommended that courier, registered or certified mail be used to send all cheques that are written to Travel Your World. TYW will not be responsible for any lost or late cheques sent by regular mail.

**Fuel charges:**

World market conditions may indicate suppliers to further supplement their fares with fuel surcharges or changes in taxes rates. Surcharges may be incurred as a result of such service increases that are out of our control, which will take effect upon such notification

**Rerouting the itinerary:**

If before the departure or during your trip any of the cities, sites or countries becomes unstable and if particular world events create a safety concern, TYW reserves the right to reroute your program. If there is any additional cost involved, for example with additional train, bus, ferry or air fees TYW staff will discuss this issue with your chaperone and you will be informed about these costs.

In this case you can:

- a) Return home as a group and request a reimbursement through insurance
- b) Accept changes in the program, and accept to pay the additional costs if they apply.

**Cancellation of trip:**

If for any reason you are unable to travel you may substitute your ticket with another traveler at no additional charge up to the time of the final payment. If after the first deposit you are unable to travel you will be subject to TYW's cancellation policy.

**On shore excursions during the cruises:**

Shore excursions are not included in the price. They can be booked and paid through the cruise company, unless written in the program inclusions.

**Gratuities:**

As in Canada tipping is very much appreciated and expected. Gratuities are designed for: your TYW 24-7 tour manager, local guides, and bus drivers.

Suggested gratuities:

Tour manager - \$10.00 + P/P per tour

City Guides: - \$2.00 P/P per city

Bus Drivers: - \$1.00 P/P per city

TYW has taken care of all meal gratuities.

**Late payments:**

TYW will charge \$150.00 per person for being late 1 to 15 days. If the payment is more than 15 days late, TYW assumes that you will not participate on the tour and your refund will be subject to TYW's cancellation policy and you will also be charged an additional penalty of \$ 135.00.

**Cancellation policy:**

Each participant can withdraw from the tour at any time prior to departure. TYW must receive a written withdrawal from the participant. Please allow a minimum of 30 days for processing of refunds.

- 130 or more days prior to departure: refund less the down payment and \$ 300 + the deposit to the airlines and the insurance.
- 100-129 days prior to departure: refund less the down payment and \$ 700 + the deposit to the airlines and the insurance.
- 70-99 days prior to departure: refund less the down payment and \$ 800 + cost of the issued air ticket and the insurance.
- 40-69 days prior to departure: refund less the down payment and \$ 1,000 + cost of the air ticket if already issued and the insurance.
- 0-39 days prior to departure: No refund will be issued.

Substantial payments and deposits are made on the travelers' behalf to; airlines, hotels, bus companies and overseas suppliers well in advance of departure and are nonrefundable. There will be no refunds for any missed or unused services, such as excursions, meals, entrances, based on your absence. Each participant is responsible to be on time for all services.

**Group size:**

Calculations for the tour cost are based on 24 paid travelers. If your group has less than 24 paid travelers, TYW will prorate your package price (based on your number of your paying travelers) or may offer to combine your group with another group.

**Changes in itinerary:**

TYW reserves the right to discontinue a tour due to the low number of participants and/or due to safety concerns, possible strikes, or other reasons. For the same reasons TYW reserves the right to make changes in departure dates, cities, itinerary, daily activities, hotels, group leader assignments, airlines and service fees. Such changes are not grounds for withdrawal with a full refund, or for refunds after services are rendered.

**Extension or pre-arrival of the individual:**

Individuals who would like to arrive at the starting point before the group, or to stay longer, TYW can issue air tickets as per request. Cost of this service is \$ 300 plus any possible additional costs from the airlines. TYW is not responsible for individual accommodations or meals (before the arrival of the group or after the group leaves), transfers or any other cost. TYW will treat this individual as absent from the group tour and we do not accept any responsibility for this individual during his/her solo journey. If you require any assistance in hotel accommodations, please contact your TYW agent.

**Name changes:**

The group leader and the participant have an obligation to provide TYW with a typed list of all participants' first and last names only as they appear on their passports. Any misspelling or change in any participants name later than 100 days prior to departure will result in \$ 300

fee, plus the cost of the flight ticket (if issued). Only typed, emailed changes will be accepted.

**Departure dates:**

TYW will strive to accommodate your requested departure dates. During peak season we reserve the right to offer departure dates 1 to 3 days earlier or later of the requested date as departure dates are based on airline availability. You will be notified prior to first deposit.

**Photographs:**

Any photographs taken on a TYW trip may be freely used in any TYW published materials.

**Group leader replacement:**

If for any reason your designated group leader cannot attend the tour, TYW requests that the group select a qualified replacement. This does not constitute grounds for cancellation without penalty and a standard cancellation penalty will apply.

