



TERMS AND CONDITIONS

Travel Your World International Ltd.

[Herein, Travel Your World]

Revised March, 2020

**NOTE: Other than items denoted with “SG”, the following information pertains to all passengers:*

Your custom Travel Your World Tour includes:

- Round trip transportation from your designated Canadian gateway. *SG
- All breakfasts, lunches and/or dinners unless otherwise indicated.
- Accommodations will be based on single, double, triple or quad rooms.
- Overnight trains are based on 4 – 6 beds per cabin. *SG
- Cruise rates are based on inside twin and quad cabins.
- Entrances to venues as listed in the program.
- Full-time professional Travel Your World tour director/manager.
- All transfers, metro tickets and transportation as per the itinerary.
- Manulife Youth All Inclusive Insurance. *SG

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 required and are responsible for obtaining all visas and entry documents independently. Travel Your World is not responsible for providing you with specific visa and passport information or documentation. Travel Your World cannot accept liability for any passenger who is refused entry onto any transport or into any country due to the failure of the passenger to carry the appropriate documentation. All passengers travelling internationally are required to have a valid passport. Passports must be valid for six months beyond the return date of your tour. It is recommended that you have a minimum of three blank pages in your passport when travelling as many countries require blank pages. See: travel.gc.ca for further information.

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. Travel Your World cannot be held responsible for denied entry under any circumstances.

Travel Conditions:

Travellers should always be aware of the different living standards and practises that exist outside of Canada, which can include the provision of water, accommodations, food, religion, beliefs and traditions. Travel Your World is committed to travels that are environmentally, culturally and socially responsible.

Holiday and Museum Closures:

During local, or national holidays, 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. Travel Your World cannot be held responsible for any closures or curtails of any kind.

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 gradings. Our rating is relative to general standards in each destination. For example, 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 of hotels, restaurants, buses, sites, and museums, they can and will be charged for the damages at the participant's expense.

Hotels and/or Accommodations:

Hotel accommodations will be listed no less than 50 days before departure. Your accommodation will be based on single, twin/double, triple and quad occupancy.

Tour Leader's Accommodations: *SG

In hotels, a single room for the tour leader will be provided if a twin room is unavailable or can be shared. On cruises, a single cabin will incur an extra charge. Single berths are not available on overnight trains.

Adult Supplement: An adult supplement is calculated due to higher adult entrance fees, twin or single accommodations and meals.

Travel Insurance: Travel insurance is mandatory for all participants of any Travel Your World implemented tour.

a). Participants excluding youth student groups:

Travel Insurance is NOT included in the package price for adults travelling with a school or with an adult group. All adults travelling must provide proof of adequate travel insurance. If a participant has adequate coverage, a Travel Your World Insurance Waiver must be completed, signed and submitted to Travel Your World with the participant's Application. Each participant without adequate travel insurance, must purchase travel insurance either from Travel Your World or an alternate provider within 72 hours of their first payment paid to Travel Your World.

b). Student Insurance: *SG

Mandatory Youth Student Deluxe Plan insurance is provided by Manulife Insurance and will be purchased by Travel Your World on behalf of all students as per individual Contracts. This insurance is included in all tours for groups greater than 10 students. Qualifying youth are entitled to the coverage under the Youth Student Deluxe Plan up to the age of 29 regardless if they are a student or not.

c). Chaperone Insurance: *SG

Youth Student Deluxe Plan insurance for school chaperones is included in all tours for groups with a minimum of 10 full time students at time of travel. This insurance is issued at a ratio of 1 chaperone : 5 students who are attending school full time and are up to 18 years of age. All Chaperones must be insured under a valid Canadian government health insurance plan in order to qualify. School chaperones must be under the age of 65 in order to qualify.

Receiving Your Insurance Policy:

a). Participants excluding youth student groups:

Travel Insurance policy information for all policies purchased through Travel Your World will be emailed to the covered participant on the same day of its issuance, i.e.: the first effective day of the policy.

b). Student Insurance: *SG

The Youth Student Deluxe Plan policy information will be emailed by Travel Your World to the Lead Teacher on the same day of its issuance, i.e.: the first effective day of the policy. This policy will contain an insurance reference number and will be delivered as a full group policy containing the full name and birthdate of each participant. The Lead Teacher acknowledges when signing the Contract on behalf of the group, they are accepting responsibility for distributing the policy information to all covered group participants and/or their parents or guardians immediately upon receipt.

Travel Insurance Eligibility:

You are NOT eligible for coverage if

- a) you have been advised by a physician not to travel; and/or
- b) you have been diagnosed with a terminal illness with less than 6 months to live; and/or
- c) you have a kidney condition requiring dialysis; and/or
- d) you have used home oxygen during the 12 months prior to the date of application.

Should you have a pre-existing condition, it is your responsibility to advise Travel Your World when submitting your Application, as you may not be eligible for coverage.

Important Travel Insurance Information: *PLEASE READ CAREFULLY*

- Travel insurance is designed to cover losses arising from sudden and unforeseeable circumstances. It is important that you read and understand your policy before you travel as your coverage may be subject to certain limitations or exclusions.
- Your policy may not provide coverage for medical conditions and/or symptoms that existed before your trip. Check to see how this applies in your policy and how it relates to your departure date, date of purchase or effective date.
- In the event of an accident, injury or sickness, your prior medical history may be reviewed when a claim is made.
- If your policy provides travel assistance, you may be required to notify the designated assistance company prior to treatment. Your policy may limit benefits should you not contact the assistance company within a specified time period.
- **PLEASE READ YOUR POLICY CAREFULLY BEFORE YOU TRAVEL.**

Local Cuisine:

One of the educational aspects of travelling is sampling the local cuisine and discovering new flavours and customs. Travel Your World will offer you plenty of opportunities to try local cuisine with the meals included. We urge each participant to discover their own favourites during their tours. Our tour managers are always available to explain menus and ingredients.

Special Requests:

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

Complaint Procedures:

Should you have a complaint concerning your tour, you should inform your tour manager during the course of your trip. If the matter cannot be resolved after Travel Your World's representatives best endeavours to do so during the trip, your complaint should be made in writing to Travel Your World within 10 days after the tour.

Unused Services:

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

Medication:

Some medications 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, ensure your medication is in your carry-on luggage. NEVER pack it in your suitcase or give it to someone else to carry for you. *All medication must be in its original packaging.*

Baggage Allowance: *Review your corresponding Airline's website for the most up-to-date information.*

Although every effort is made to handle passengers' luggage as carefully as possible, Travel Your World 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 or 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. Travel Your World is not responsible for changes in baggage fees.

Responsibilities of all parties:

Travel Your World 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. Travel Your World's responsibility for a Land Only Program (LOP) begins upon your arrival at the designated hotel and terminates on checkout at the final hotel of the tour. Travel Your World 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 Travel Your World, airlines, bus companies, cruises, restaurants, local guides or any other agency's, company or individual. Travel Your World is not 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. Travel Your World reserves the right to cancel the program for any participant at any time for reasons deemed to be valid to the Travel Your World Tour Manager.

1. If his or her conduct jeopardizes the group's schedule or Travel Your World's ability to send future groups to a location or venue, the said traveller can be sent home at their own cost without refund for "unused services". Additional costs will become the responsibility of the negligent traveller.

2. If any member of the group damages property of hotels, restaurants, buses, sites, and museums, they can and will be charged for the damages at the said member's expense.
3. The Group Leader(s) is responsible for checking the rooms upon arrival and before the group's departure.
4. Any use, or trafficking of none prescribed or illicit drugs during the tour will result in immediate expulsion from the trip at the negligent traveller's own expense.

Payment Plans:

First Deposit Payment: Non-refundable by TYW (and includes student insurance. *SG)

Second Deposit Payment: 50% of the tour cost.

Final Payment: 100 days before departure. This payment includes all air taxes and surcharges.

** The above deposit requirements can vary depending on individual agreements requested by travellers or required by TYW and/or vendors as it pertains to your specific tour.*

Methods of Payment:

Travel Your World offers the following payment options:

a) E-transfer to janice@tyw.ca

b) Group/School cheque *SG

c) Direct Deposit – Please contact Janice – janice@tyw.ca – for more information

d) Credit card payment plans for private and adult tours only, with an additional 4% administration service charge

It is recommended that courier, registered or certified mail be used to deliver all cheques to Travel Your World. Cheques must be made payable to Travel Your World International Ltd. Travel Your World will not be responsible for any lost or late cheques sent by regular mail.

Fuel Charges:

World market conditions may indicate suppliers further supplement their fares with fuel surcharges or changes in tax rates. Surcharges may be incurred as a result of such service increases and are out of Travel Your World's control. These surcharges will be put in place upon such notification.

Rerouting of Itinerary:

If before departure or during your trip, any of the cities, sites or countries become unstable and if a particular world event creates a safety concern, Travel Your World reserves the right to reroute your tour. If there are additional costs involved, for example, additional train, bus, ferry or air fees, Travel Your World staff will discuss this issue with your lead chaperone (SG) and you will be advised if you are responsible for paying additional costs.

If this situation should arise your options are as follows:

a) Return home as a group and request a reimbursement through Manulife Insurance *SG

b) Accept changes in the program, and become responsible to pay additional costs if they apply.

Onshore excursions during cruises:

Except for Greece, shore excursions are not included in the price. These can be booked and paid through Travel Your World or the cruise company unless otherwise indicated in the tour inclusions.

Gratuities:

As in Canada, tipping is very much appreciated and expected. Gratuities are designed for your full-time Travel Your World tour managers, local guides, and bus drivers. Suggested gratuities in the local currency based on a ten-day tour.

Tour manager: \$25.00+ per person, per tour

City Guides: \$2.50 per person, per city

Bus Drivers: \$2.00 per person, per city

Meal gratuities: \$1.00 per person, per dinner (in restaurants)

Hotel Service: \$1.00 per person, per night. To be left in your room

Late Payments:

All payments 1 – 15 days past due will result in a 10% late payment penalty. All payments 16 – 29 days past due will result in a 15% late payment penalty. If the scheduled payment and penalty amount(s) are not received within 30 days from a scheduled payment date, Travel Your World assumes the participant will not be travelling and refunds will be subject to Travel Your World's cancellation policy. Should the participant still wish to travel on the tour, this must be communicated clearly in a written format to Travel Your World and the full outstanding amount(s) plus penalties must be paid within 24 hours of providing notice.

Cancellation Policy:

Participant Withdrawal - Each participant can withdraw from the tour anytime prior to departure. However, Travel Your World must receive a signed Participant Withdrawal form from the participant. Please allow a minimum of 45 days for refunds to be processed from the date of receiving your Participant Withdrawal form into the Travel Your World office.

Refunds are as follows:

- 150 or more days prior to departure: Refund of the amount due to date, less the first non-refundable deposit payment. Less an additional \$800.00 if cancellation or withdrawal after 30 days from the Application deadline date, as well as the cost of the air ticket, if already issued.
- 120-149 days prior to departure: Refund of the amount due to date, less the first deposit payment, and \$1,000.00, as well as the cost of the air ticket if already issued.
- 90-119 days prior to departure: Refund of the amount due to date, less the first deposit payment, and \$1,200.00 as well as the cost of the air ticket if already issued.
- 70-89 days prior to departure: Refund of the amount due to date, less the first deposit payment, and \$1,400.00 as well as the cost of the air ticket if already issued.
- 0-69 days prior to departure: No refunds will be issued.

** The above cancellation policy can vary depending on requirements TYW is obligated to by vendors as it pertains to your specific tour.*

Please be aware that substantial payments and deposits are made on the traveller's behalf to airlines, hotels, bus companies, overseas suppliers etc. well before departure and are nonrefundable to Travel Your World. 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.

Travel Your World Cancellation - From time to time it may be necessary for TYW to cancel a tour after deposits have been paid. Cancellations can occur for a variety of reasons that are out of TYW's control (ie: insufficient tour participants, world disasters, land and/or air disruptions, etc. etc.). All circumstances are reviewed and cancellation refunds and/or future travel credits will be determined by TYW on a case-by-case basis and will be dependent on a variety of factors (ie: nonrefundable deposits paid to land or air operators to secure tour components, number of days prior to departure, ease of rescheduling tour to alternate dates, etc. etc.). In certain situations there may be no refunds or travel credits. All cancellations are carefully considered and refunds or travel credits are determined on a case-by-case basis.

Group Size: *SG

Calculations for the tour cost are based on 24 paid travellers unless requested. If your group has less than 24 paid travellers, Travel Your World will prorate your package price based on the number of paying travellers.

Changes in Itinerary:

Travel Your World reserves the right to discontinue a tour due to low numbers of participants, safety concerns, possible strikes, or other such reasons. For the same reasons, Travel Your World 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.

Deviations:

For individuals who would like to arrive at the starting point before the group or extend their stay, Travel Your World can issue air tickets as per your request. There will be a \$300.00 charge plus any additional costs from the airlines. Travel Your World is not responsible for individual accommodations, meals, transfers or any other deviation expenses, before the arrival of the group or after the group departs. Travel Your World will treat this individual as absent from the group tour and we will not accept any responsibility for this individual during his/her solo journey. If you require any assistance with hotel accommodations, please contact Travel Your World.

Name Changes:

The group leader and the participants have an obligation to provide Travel Your World with a typed list of all participant's first, middle and last names, exactly as they appear on their valid government-issued passports. Any misspelled names or changes in any participant's name within 100 days prior to departure will result in an airline imposed \$300.00 penalty plus the cost of any other airline fees to reissue the ticket with the correct name. All changes must be delivered to Travel Your World in typed email format. Please note that in some instances changes are not allowed and a new ticket may have to be issued. In this instance, the full cost of the new ticket will also become the responsibility of the travelling participants.

Departure dates:

Travel Your World will strive to the best of our ability to accommodate your requested departure dates. We reserve the right to offer departure dates within 1 to 3 days earlier or later of the requested dates, as departure dates are based on airline availability and their restrictions.

Photographs: Any photographs taken on a Travel Your World trip may be freely used in any Travel Your World published materials.

Group leader replacement: *SG

If for any reason your designated group leader cannot attend the tour, Travel Your World requests that the group select a qualified replacement. This does not constitute grounds for cancellation by any participant without penalty and a standard cancellation penalty will apply. Additional fees may apply if Insurance has already been purchased.

Thank you for choosing

~ Travel Your World International Ltd.

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Email: tours@tyw.ca • Website: www.tyw.ca • IATA, ACTA & CTC Certified