

TERMS AND CONDITIONS

Travel Your World International Ltd.

[Herein, Travel Your World / TYW]

Revised January 2022

Your custom Travel Your World Tour may include:

- Round trip transportation from your designated Canadian gateway.
- All breakfasts, lunches and/or dinners unless otherwise indicated.
- Accommodations based on single, double, triple or quad rooms.
- Overnight trains are based on 2 – 4 beds per berth.
- Cruise rates are based on lower 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.

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 considerate of the different living standards and practices that exist outside of their home country. These 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 from 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.

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.

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.

COVID-19 and variant vaccination requirements:

Double COVID-19 vaccination is mandatory for all participants of any Travel Your World implemented tour. Booster shots are required if mandated. Vaccination passports must be available upon request.

Travel Insurance: Regardless of country of origin, travel insurance is mandatory for all participants of any Travel Your World implemented tour.

Travel Insurance Eligibility for Canadian residents*:

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.

*With regard to eligibility for travel insurance, US residents must consult with their state insurance advisor.

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 must inform your tour manager during the course of your tour. If the matter cannot be resolved after Travel Your World's representatives best endeavours to do so during the tour, 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 the 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, pandemics, wars, 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 non-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

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:

For Canadian residents, Travel Your World offers the following payment options:*

- a) E-transfer to janice@tyw.ca
- b) Direct Deposit – Please contact Janice – janice@tyw.ca – for banking information
- c) Credit card payment plans for private and adult tours only, with an additional 4% administration service charge
- d) Post-dated Cheques ~ **All** cheques **must** be submitted with the Application package to:

Travel Your World International Ltd. 76 South Park Drive Leduc, Alberta T9E 4X8

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.

**The above noted forms of payments are not always a feasible option for US residents who wish to provide payments to Canadian companies. Payment arrangements will be coordinated with each individual or group.*

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 that is beyond Travel Your World's control, Travel Your World reserves the right to reroute your tour in order to ensure

your or the group's safety.. Additional costs involved (ie: additional train, bus, ferry or air fees) will become the financial responsibility of each individual.

Should this situation arise, the recommended steps to follow are:

- a) Contact your Insurance provider to advise..
- b) Accept TYW changes in the program, and become responsible to pay any applicable additional costs.

Onshore excursions during cruises:

Most often shore excursions are not included in the package price. Depending on the arrangement between Travel Your World and the in-country operator, these can be booked and paid through Travel Your World or directly to the cruise company.

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:

- All TYW first deposits are nonrefundable, as noted in the Payment Agreement.
- 0 -100 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, pandemics, land and/or air disruptions, 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: non-refundable 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.). 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:

For example: Package rates for a customized tour are based on 24 paid travellers. If the group has less than 24 travellers, Travel Your World can prorate your package price based on the number of travellers.

Changes in Itinerary:

Travel Your World reserves the right to discontinue a tour due to insufficient number of participants, safety concerns, possible strikes, ongoing pandemics and unforeseen worldwide government imposed health and travel restrictions. 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 service fee 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:

Any misspelled names or changes in any participant's name within 100 days prior to departure will result in an airline imposed penalty plus the cost of any other airline fees to reissue the ticket with the correct name. 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 traveller.

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 tour may be freely used in any Travel Your World published materials.

**COVID-19 - IMPORTANT NOTES FOR CLIENTS JOINING TOURS WITH
TRAVEL YOUR WORLD INTERNATIONAL LTD.**

~ Please ensure passport(s) are valid for a minimum of 6 months beyond the intended date of return and contain between 2-6 blank "Visa" pages.

~ It is the travellers' responsibility to know the vaccination, passport & visa requirements for the country(ies) you are visiting. If you are a Non-Canadian passport holder please contact the local consulates of the country(ies) to be visited for full details regarding Visa requirements.

<https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada/entry-requirements-country.html>

Information that Travel Your World provides regarding Covid-19 entry requirements can and may change without notice. Please ensure you research and read all current Covid-19 entry regulations for the country(ies) you are visiting as well as the requirements for return to your home country. It is the travellers' responsibility to know the Covid-19 regulations.

You may wish to refer to the following links:

<https://travel.gc.ca/>

<https://apply.joinsherpa.com/travel-restrictions>



TRAVEL YOUR WORLD INTERNATIONAL LTD.

76 South Park Drive • Leduc AB • T9E 4X8 • T: 780 739 2245

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