



TERMS & CONDITIONS:

Guest Acknowledgement:

Immediately after making your reservation, you must complete the Guest Acknowledgement process to register for your trip. Completing Guest Acknowledgement is required to confirm your reservation. Services will not be provided if you do not complete Guest Acknowledgement and you will be subject to cancellation fees.

During Guest Acknowledgement, you will be asked to verify the names on the reservation, provide at least one email address for reservation communications, and acknowledge and accept Terms & Conditions and a Health & Safety waiver for your trip.

Booking Information Required:

- Full name as per government issued ID with which you will travel
- Address
- Date of birth
- Full passport details
- Email address
- Credit card information
- Disabilities
- Medical conditions
- Dietary restrictions you make known to The Company
- Emergency contact (non-participant)
- On tour contact information (mobile phone or email address)
- If any additional information is required, it will be requested from you with your reservation.

Deposits & Payments:

Prices shown are per person, based on two people sharing a room. Prices do not include airfares, except where noted on specific itineraries, and are subject to change without notice.

Pricing for our trips and services are subject to change at any time prior to receipt of full deposit. Once The Company processes any payment for services, the price is guaranteed not to increase unless you amend your reservation.

At the time of reservation, a non-refundable, non-transferable, per person, per trip deposit is required. The deposit amount is dependent upon the trip and services booked.

Full payment is required by the final payment date. The final payment date is dependent upon the trip and services booked. See section “Deposit Amounts, Final Payment Dates, & Cancellation Fee Schedules” below.

If you do not pay the full invoice by the final payment date, your reservation and all services on the reservation, will be cancelled, and your deposit, airfare and travel insurance premiums will be forfeited.

Reservations made after the final payment date require full payment at the time of reservation and will include any late reservation fees.

Your reservation is confirmed when your initial deposit payment is processed. Your invoice, when documented as payment received, is confirmation of services on the reservation.

Not Included in Pricing:

Unless specifically noted in your trip itinerary, the following is not included in your reservation.

- airfare to and from the start of your trip;
- intra-trip air, unless specified in the itinerary
- airline baggage fees, including checked and/or excess baggage fees
- Federal inspection fees for Canada Immigrations & Customs; International Air Transportation tax;
- agricultural tax;
- other per-person taxes imposed by government entities;
- airport taxes and fees, including the Air Traveller's Security Charge up to \$11.20 per person, participant facility charges up to \$18 per person, Federal domestic flight segment fees up to \$14.25 per segment, Canada and international arrival and departure and other government imposed fees added by the airline and applicable at time of reservation; ^
- port taxes;
- passports; visas; vaccinations;
- gratuities to your Tour Director, Cruise Director, Local Host®, driver, Local Guides, and/or ship's crew; gratuities on ferries, trains, and cruise ships;
- laundry; telephone; minibar;
- entry/exit fees at airports;
- alcohol, beverages, and food outside of the contracted menu as presented at a hotel or restaurant or on board your vessel (these extra items will be billed to you before leaving the hotel, ship, or restaurant);
- airport transfers (unless on qualifying flights);
- optional excursions;
- portage at airports and train stations;
- Travel Insurance;

Flights booked with Avalon:

Air reservations are available through The Company only for travel originating from Canada. All airlines are independent from The Company; The Company does not own, manage or

operate any air carrier or aircraft. Your airline ticket is a contract between you and the air carrier only, even if you purchase through The Company. By purchasing your air services through The Company, you waive all liability for The Company for such air services.

After your airfare is booked, any revisions you make may incur fees. This includes correcting errors in your information or services (names, dates, schedules, class of service, airlines, other). At the time of request, fees are applied and payable immediately. The Company is not liable for necessary amendments due to errors in information provided by you. See "Accuracy of Invoice Details" above for your responsibilities and liability. Air routings are subject to availability. Routings are not guaranteed and are subject to change at any time. The Company is not responsible or liable for any airline cancellations, schedule changes or delays. Prior to check-in, for airfare purchased through The Company, The Company may be able to assist if you are rescheduled, delayed or cancelled. After you check-in, The Company can no longer assist you and you must work with the airline directly to arrive at your destination. The Company is not liable for expenses you incur if you miss your flight or flight connection.

Any amendments you make voluntarily to your air or air schedule may incur change fees or additional charges up to the full ticket price. These are your responsibility to pay.

Authority to Remove or Refuse Participants:

In the sole discretion of The Company or the Ship's Operator or Captain, The Company may refuse transport to you or may require you to disembark if it is reasonably believed that you

- are dangerous to others or to yourself;
- have engaged in, are engaged in, or are threatening to engage in behavior that may adversely affect the safety, security, comfort, enjoyment, or well-being of other participants, suppliers (including Service Provides), The Company representatives, or crew members, including, but not limited to, behavior that is disruptive, verbally abusive, physically abusive, obnoxious, harassing, discriminatory, or obscene;
- have failed or refused to follow, or are failing or refusing to follow The Company's rules and procedures or the instructions of The Company, its representatives, or the crew members.

In the event you are removed, you may be left at any city, port or place the ship calls without any liability to The Company or its representatives. The Company shall not be required to refund any portion of the fare paid by you if you are removed pursuant to this section.

In the event you are removed, The Company will not be responsible for expenses for lodging, medical care, meals, transportation, or any other expenses incurred by you. We shall be entitled to recover from you any costs or expenses incurred by The Company, its representatives, or the crewmembers in your removal or the exercise or enforcement of this clause.

Cancellations & Refunds:

Participant Cancellations

You may cancel your reservation by notifying The Company. Calculation of cancellation amounts includes all services and fees on the invoice based on the number of days prior to departure by which we receive the notification. See the chart above.

Cancellations by The Company

The Company reserves the right to cancel or reschedule any trip departure for any reason, including insufficient demand, strikes, lockouts, riots, stoppage of labor or Force Majeure Event (see under "Force Majeure").

In the event of a cancellation by The Company prior to departure for reasons excluding Force Majeure (see section "Force Majeure"), The Company will try, at your discretion, to rebook the same trip with a different departure date, or a similar trip, but there is no guarantee of availability. The Company will refund the difference in price if the alternate is lower. You are responsible for additional costs if the alternate is higher. If this rebooking option is not acceptable to you, The Company's only responsibility is to refund the amounts paid by you for the reservation.

In the event of a cancellation by The Company prior to departure or during your trip for conditions under Force Majeure, The Company will provide a future travel/booking credit for the portion of your trip impacted. Future travel/booking credit will be redeemable for travel with The Company for one year past your original trip start date. If a future travel/booking credit is not acceptable to you, in the majority of Force Majeure situations, you can notify the company within 21 days of advisement and The Company's only responsibility is to refund the amounts paid by you for the portion of your trip impacted. If you do not notify the Company within 21 days of advisement, a refund is no longer available.

The Company is not liable or responsible for any arrangements made independently of The Company. The Company assumes no responsibility for costs or fees you incur for independent arrangements not booked through The Company, inclusive of, but not limited to, airline, hotel, excursion and Travel Insurance related charges.

Refunds

Any request for refunds is subject to these Terms.

Airport Transfers

Airport transfers are complimentary (excluding North America) with air booked through The Company on qualifying flights and dates. Not all flights or dates qualify. No cash equivalent or trip price reduction is given if you do not use, or desire, the included transfers. Airport transfers are not available in North America unless otherwise specified in the itinerary.

Private Touring

Changes made en route at your discretion to tour features, timings, or tour services (e.g. meals, included sightseeing, etc...) are not refundable nor exchangeable for other services.

Unused Services

No refunds will be issued for unused services (late arrivals, temporary absences from your trip or early departures), for unused transportation where group activity tickets are involved, or for voluntary modifications made by you.

For Avalon's FULL Terms & Conditions, please request it from your travel advisor.