



2018 TERMS AND CONDITIONS

Your custom Travel Your World (TYW) tour includes:

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

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

Travellers should always be aware of the different living standards and practises that exist outside of Canada, 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, 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 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 participants 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:

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.

Student Insurance:

Mandatory *Youth All Inclusive Insurance* for students is provided by Manulife Insurance and is included in all tours for groups greater than 10 students. Qualifying students must be 17 years of age or under.

For students 18 years and older, all inclusive travel insurance will be purchased at an adult rate.

Manulife Insurance for school chaperones is included in all tours for groups greater than 10 students.

Adult Insurance:

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 insurance or may choose to purchase travel insurance through Travel Your World International Ltd.

Local Cuisine:

One of the educational aspects of travelling is sampling local cuisine and discovering new flavors and customs. TYW 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:

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, 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 representative's best endeavors to do so during the trip, your complaint should be made in writing to TYW 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 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: 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 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:

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's, 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 Manager.

1. 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 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: Nonrefundable and includes student insurance.

Second Deposit Payment: 50% of the tour cost.

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

For a customized payment plan, please contact your sales representative.

Methods of Payment:

TYW offers the following payment options:

a) E-transfer to janice@tyw.ca

b) Group/School cheque

c) 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 TYW. Cheques must be made payable to **Travel Your World International Ltd.** TYW 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 TYW'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 becomes unstable and if a particular world event creates a safety concern, TYW reserves the right to reroute your tour. If there are additional costs involved, for example: additional train, bus, ferry or air fees, TYW staff will discuss this issue with your lead chaperone 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

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

On shore excursions during cruises:

Shore excursions are not included in the price. These can be booked and paid through TYW 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 TYW tour managers, local guides, and bus drivers. Suggested gratuities in the local currency:

Tour manager: \$25.00 + P/P per tour
City Guides: \$2.50 P/P per city
Bus Drivers: \$2.00 P/P per city
Meal gratuities: \$1.00 P/P per dinner (in restaurants)
Hotel Service: \$1.00 P/P per night. To be left in your room

Late Payments:

Late payments 1 to 15 days past due will incur a penalty of \$150.00 per person and will be charged by TYW. For all payments more than 15 days past due, TYW assumes you will no longer be participating in the tour and your refund will be subject to TYW's cancellation policy.

Cancellation Policy:

Each participant can withdraw from the tour anytime prior to departure. However, TYW must receive a written withdrawal from the participant. **Please allow a minimum of 45 days for refunds to be processed from the date of receiving your 'Withdrawal Request' form into the TYW office.**

Refunds are as follows:

- **150 or more days prior to departure:** Refund of amount due to date, less the first deposit payment, and \$800.00, and the cost of the air ticket if already issued.
- **120-149 days prior to departure:** Refund of amount due to date, less the first deposit payment, and \$1,000.00, and the cost of the air ticket if already issued.
- **90-119 days prior to departure:** Refund of amount due to date, less the first deposit payment, and \$1,200.00 and the cost of the air ticket if already issued.
- **70-89 days prior to departure:** Refund of amount due to date, less the first deposit payment, and \$1,400.00 and the cost of the air ticket if already issued.
- **0-69 days prior to departure:** No refund will be issued.

Please be aware that substantial payments and deposits are made on the traveller's behalf to airlines, hotels, bus companies and overseas suppliers well before departure and are nonrefundable to TYW. 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 travellers unless requested. If your group has less than 24 paid travellers, TYW will prorate your package price based on the number of paying travellers.

Changes in Itinerary:

TYW 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, 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.

Deviations:

For individuals who would like to arrive at the starting point before the group or extend their stay, TYW can issue air tickets as per your request. There will be a \$300.00 charge plus any additional costs from the airlines. TYW is not responsible for individual accommodations, meals, transfers or any other deviation expenses, before the arrival of the group or after the group departs. TYW 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 TYW.

Name Changes:

The group leader and the participants have an obligation to provide TYW with a typed list of all participants' first and last names as they appear on their government issued passports. This list must be provided to TYW on school or group letterhead. Any misspelled or changes in any participant's name within 100 days prior to departure will result in a \$300.00 fee plus the cost and airline penalties to reissue the ticket with the correct name. All changes must be delivered to TYW in typed email format.

Departure dates:

TYW 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 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 by any participant without penalty and a standard cancellation penalty will apply.

Thank you for choosing
Travel Your World International Ltd.

“Twenty years from now you will be more disappointed by the things
that you didn't do than by the ones you did do, so throw off the bowlines,
sail away from the safe harbour. Catch the trade winds in your sails.
Explore. Dream. Discover.”

- Mark Twain

TRAVEL YOUR WORLD INTERNATIONAL LTD.

Mailing Address: 76 Southpark Drive, Leduc Alberta, T9E 4X8 Tel.: 780 739 2245

www.tyw.ca