

## THE TAJ TRAVELER

### INDIA - A living Heritage!!!

*For the avid traveler, India provides an authentic adventure - stimulating, absorbing, daunting, sometimes moving and shocking. Here is one of the world's great dramas; an ancient, vast and crowded land committed to the most formidably challenging exercise in mass democracy. It is a spectacle in which hope, pride, paradox and uncertainty mingle and struggle. It is conducted on the whole, and to India's credit in the open. The lasting memories of the land are hospitality, kindness, good humor and generosity. Here is a society of over a 1000 million people, growing by a million a month, divided and united by language, caste, religion and regional loyalties. It has often been described as a functioning anarchy; and it is in many ways an amiable one, of marvelous fluidity and tolerance. Indeed, the true Indian motif is not the Taj Mahal, the elephant or the patient peasant behind the ox drawn plough. It is the crowd, the ocean of faces in the land of multitudes, endlessly stirring, pushing and moving. It is in this human circulation that one sees India's color, variety, busyness, and, senses also its power, vitality and grandeur.....!!!!*

### **Day 01                      Arrive Delhi                      flight (not included)**

Arrive Delhi, clear immigration and customs. Proceed towards the visitor's gallery and look for our representative holding a placard in your name to assist and transfer you to your hotel.

**Delhi**, the capital of India has a fascinating history and a stimulating present. Delhi has been the seat of a power of a number of dynasties - the Rajputs, the Muslims invaders from the North, the Afghan dynasties followed by Tughlaqs, Sayyads, the Ladies and the Mughals, who continued the Imperial line, until British days. **The old city**, built by Shah Jehan in the 17<sup>th</sup> century, stands today as an epitome of the whole history of Indo-Islamic architecture. New Delhi, designed and constructed by Sir Edwin Lutyens and Sir Herbert Baker is a mixture of east and west. The public buildings in red sandstone are in the Mughal style. **New Delhi**, has a circular Parliament House and an imposing Central Secretariat in two blocks, which stand at the approaches to Rashtrapati Bhavan, the residence of the President of India. Delhi is today the political, economic and cultural capital of the world's largest democracy and has also become one of the greatest tourist centers of the world.

Overnight: Taj Mahal Hotel (Deluxe Room)

### **Day 02                      Delhi**

Breakfast at the hotel.

Pick up from the hotel lobby and depart for a guided sightseeing tour of Old Delhi to visit:

**Jama Masjid:** this is one of the largest mosques in India, and a sight of historical importance. Begun in 1644, the mosque was not completed until 1658. It has three gateways, four angle towers and two minarets standing 40m high and constructed of altering vertical strips of red sandstone and white marble

Enjoy a cycle **rickshaw ride** through the **Chandani Chowk market**. We then **drive past the Red Fort (closed on Mondays)** - built in red sand stone are the walls of Lal Quila, the Red Fort extends for 2 km and



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varies in height from 18m on the river side to 33m on the city side. Shah Jahan started the construction of the massive fort in 1638 and it was completed in 1648. Later visit the **Raj Ghat**, the place where Mahatma Gandhi was put to rest.

Rest of the day free.

### Optional:

Evening, cooking demo and home dinner with an Indian family.



Overnight: Taj Mahal Hotel (Deluxe room)

### Day 03 Delhi

Breakfast at the hotel.

Pick up from the hotel lobby and depart for a guided sightseeing of New Delhi to visit:

**Humayun's Tomb (Tomb of Mughal Emperor Humayun)** - built in the mid-16<sup>th</sup> century by Haji Begum, the Persian-born senior wife of Humayun, the second Mughal emperor, this is a wonderful early example of Mughal architecture. We will then visit the **Bahai Temple also called the Lotus Temple (closed on Mondays)**.

The Lotus Temple is a very recent architectural marvel of the Bahai faith and is visible from several spots in South Delhi. It is open to all faiths and is an ideal place for meditation and obtaining peace and tranquility. Drive past **India Gate** (War Memorial), and the **President's House**, which was once the Viceroy's Palace, **Parliament House** and **Secretarial buildings**; & **Qutab Minar** - 234 feet high tower. Visit the Qutab Minar itself is a soaring tower of victory that was started in 1193, immediately after the defeat of the last Hindu kingdom in Delhi. It is nearly 73m high and tapers from a 15m diameter base to just 2.5m at the top. The tower has five distinct storeys, each marked by a projecting balcony. The first three storey are made of red sandstone, the fourth and the fifth of marble and sandstone.



Rest of the day is kept free for independent activities.

Overnight: Taj Mahal Hotel (Deluxe room)

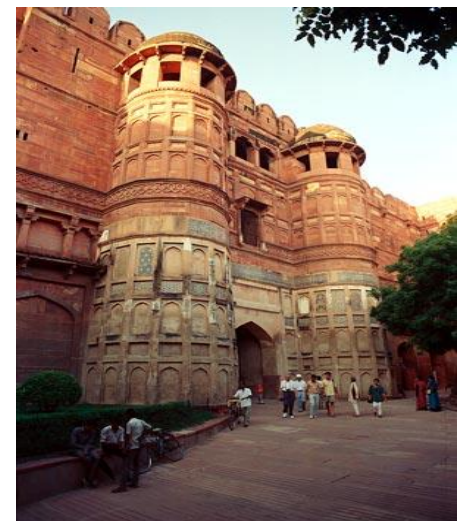
### Day 04 Delhi / Agra - 205 kms / 5 hrs

Breakfast at the hotel

Check out and meet your driver in the hotel lobby for your drive to Agra.

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Arrive and check into the hotel.

Later, depart for a guided sightseeing tour of Agra to visit:

**Agra Fort** - Agra is not only famous for the Taj Mahal but the impressive Mughal Red Fort known as the Agra Fort. The city built by Emperor Akbar and beautified with palaces and gardens by Jehangir is dominated by Agra Fort. The crescent-shaped fort is enclosed by its 20-metre high, 2.4 km long outer walls. The fort contains a maze of buildings forming a small city within a city. One enters the fort through the Amar Singh Gate, into the southern part of the fort which includes nearly all the buildings of tourist interest. Jehangir's palace commissioned by Akbar was the largest private residence in the fort. The Diwan-i-Aam (hall of public audience) and Diwan-i-Khas (hall of private audience) were built by Shahjahan for receiving audiences. Musamman Burj, an octagonal tower, stands close to Diwan-i-Khas;

Continue to visit the world famous **Taj Mahal** (closed on Fridays) - symbol of eternal love, which stands on the banks of River Yamuna. It was built by the 5th Mughal Emperor, Shah Jahan in the year 1631 in memory of his wife, Mumtaz Mahal. It was completed in 22 years. The Taj Mahal is widely recognized as "the jewel of Muslim art in India and one of the universally admired masterpieces of the world's heritage". It is regarded by many as the finest example of Mughal architecture, a style that combines elements from Persian and Indian architectural styles. In 1983, the Taj Mahal became a UNESCO World Heritage Site.



That said, the Taj is at its most alluring in the relative quiet of early morning, shrouded in mists and bathed with a soft red glow. As its vast marble surfaces fall into shadow or reflect the sun, its colour changes, from soft grey and yellow to pearly cream and dazzling white; it's well worth visiting at different times. This play of light is an important decorative device, symbolically implying the presence of Allah, who is never represented in Anthropomorphic form.

The moods of the Taj vary from dawn to dusk. The Taj Mahal or the Crown of Palaces looks milky white in the soft light that characterizes early morning, while the afternoon sun makes it glisten bright and dazzling in the overhead sunlight, almost looking like a jewel against the opaque blue of the skyline and then comes a moonlit Taj breaking into the night sky, majestic and simply beautiful in a sense that cannot be put into words. It is at this time that it shines like a pearl. (A visit to the Taj Mahal at dawn or dusk is an unforgettable experience)

### Optional:

Evening, experience a unique show in Agra at **Kalakrity Auditorium** (subject to operation):

**Mohabbat The Taj** (show timing: 6:45 - 7:55 pm) - The fascinating journey into the world of romance and "love immortal. The Sanskritik Natyashala presents 'Mohabbat-the-Taj' - a series of play depicting the saga of love. The true and immortal love of



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Shajahan for Mumtaz Mahal- his beautiful wife; the lavish lifestyle of Mughal era; immaculate hardship of the artisans for 22 years that created the most precious specimen of craftsmanship... 'Mohabbat-the-Taj' at 'Kalakriti is exceptionally inviting. The effort to hold up the cultural and historical legacy of India is worth a glance. The presentation that lasts 80 minutes is a dance-drama spectacle ably supported by latest audio-visual effects and backed by more than 60 performing artistes drawn from national institutes and Bollywood. (Language of Live show is Hindi, but they have facility of interpretation of dialogues in other major foreign languages.)

If time permits, you might have an opportunity to visit one of the **marble cutting factories to witness a marble carving/cutting demonstration**. Agra is also famous for marble objects with precious and semi precious stones incusted.

Overnight: The Gateway Taj (Executive Taj facing room)

**Day 05**                      **Agra / Ranthambore via Fatehpur Sikri - 265 kms / 6 hrs**  
Breakfast at the hotel.

Check out and meet your driver in the hotel lobby to depart by road to Ranthambore en route visiting Fatehpur Sikri.

**Fatehpur Sikri** - Fatehpur Sikri is an epic in red sandstone monument. A city of yesteryear, today lost in the midst of time. Fatehpur Sikri was built by the Mughal Emperor Akbar during 1564 A.D. Since the Mughal Emperor Akbar had no heir, he visited holy men to enlist their prayers for a son. When he visited Sheikh Salim Chishti who was living at the village of Sikri, the saint foretold the emperor that he would be blessed with a son. When his son was born, he constructed his capital city and named it Fatehpur Sikri. Later, due to a shortage of water and unrest in the North-West, Akbar had to abandon this city. The beautiful marvel tomb of Sheikh Salim Chishti still attracts thousands who seek blessings of the revered saint.



After the visit, drive to **Ranthambore National Park**.

**(Sawai Madhopur)** - known to have India's friendliest tigers. Assured of protection, these nocturnal creatures are seen often in the day. Sprawled on the Aravalli and Vindhya ranges of Rajasthan, Ranthambore National Park encompasses an area of 410 Sq. km in which live a healthy population of about 40 tigers. A large number of deer inhabit the area and leopards are occasionally sighted. Mammals: Tiger, Panther, Hyena, Jackal , Jungle Cat , Caracal , Sloth Bear, Sambar, Chital, Nilgai, Wild Boar, Chinkara, Indian hare mongoose. Birds: Bonelli's eagle, crested serpent eagle, great Indian horned owl, grey partridge sandgrouse, quail, Spurfowl, common peafowl, tree pie, paradise flycatcher, pheasant tailed jacana, painted stork, black stork, spoonbill, green pigeon, ducks.



Dinner at the hotel.

Overnight: Vivanta by Taj Sawai Madhopur (Superior room)

**Day 06 Ranthambore**

Early morning depart for your first park safari in the Ranthambhore National Park.

Breakfast at the hotel

Rest of the morning is free for independent activities.

Lunch at the hotel.

Later, depart for your second safari of the day in the park.

Dinner at the hotel.



Overnight: Vivanta by Taj Sawai Madhopur (Superior room)

**Day 07 Ranthambore / Jaipur - 150 kms / 3 hrs**

Early morning depart for your third jungle safari in the Ranthambhore National Park.

Breakfast at the hotel.

Check out and meet your driver in the lobby for your drive to Jaipur .

Arrive and check into the hotel.

**Jaipur:** The rose-pink capital of Rajasthan is surrounded on all sides by rugged hills, crowned with forts and enclosed by embattled walls. The Maharaja's palace stands in the centre of the city amidst lovely gardens. Houses with latticed windows line the streets, their rose-pink colour lending enchantment to the scene which is almost magical at sunset. Jaipur is aptly called the 'Pink City of India'. It takes its name from the famous Maharana Sawai Jai Singh, who founded the city in 1728.

Jaipur is noted for its craftsmen skilled in the art of cutting precious stones and famed for its garnets and rubies. It is equally well known for brass inlay work, lacquer work and the printing of muslins. The City Palace which now houses a museum containing rare manuscripts, paintings and an armory; the Observatory with a sundial 90 ft. high; the Museum amidst the Ram Niwas Palace Gardens founded in 1876 with a large collection of antiques; the Palace of Winds a landmark of Jaipur made of pink sand stone and of unique design.

**Optional:**

Evening cultural program and dinner with a noble family at **Ikaki Niwas (subject to operation)** - "Ikaki Niwas, means one-of-a-kind residence. There is the warm feeling of a home here since the owners also reside on the premises. Guests are



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personally attended and taken care of by Mr JD Rathore, owner of Ikaki Niwas. His father, Doctor G S Rathore, constructed this house about 40 years ago and recently it was refurbished and renovated. Their family belongs to the royal Rajput community, and prior to India's independence, their great grandfather was a chieftain in the Bikaner state of Rajasthan. They are all well-educated, traveled and speak Hindi and English languages fluently and they will be happy to share and discuss what they know about India over a cup of coffee or at the dinner table.

Their meals are clean, hygienic, and prepared according to guests tastes in spices and curries. Their chef prepares delicious vegetarian and non-vegetarian food. They also have a menu from which you can choose your meal. They believe in healthy meals so all their cooking is done fresh. Most of the vegetables and cereals come from their own organic farm near Jaipur. They have even kept the kitchen open for guests to try their hands at Indian cooking!

Overnight: Rambagh Palace (Palace room)

## Day 08 **Jaipur**

Breakfast at the hotel.

Pick up from the hotel lobby and depart for a guided sightseeing tour of Jaipur. Proceed to visit the **Amber Fort** (the former capital of the Royal Rajputs). Ascend to the fort on elephant back or jeep ride. Few fail to be moved by the dramatic Rajput grandeur of this hilltop fortress-palace 11 km north of Jaipur. Set on the dry wrinkled Aravali Hills, and surrounded by fortified battlements, the palace straddles two sepia-hued tundra hills overlooking Maota Lake, and its sprawling crenellated walls lattice the surrounding hills.



Later, visit **Jaipur City: Hawa Mahal** or Palace of the Winds, a five-storied structure of pink sand stone with semi-octagonal and delicately honeycombed windows overlooking the main street of the old city. It was built in 1799 so that veiled royal woman could peer down unseen by the world through its 593 stone screens. **City Palace & Museum.** The City Palace in the heart of the old city is a blend of Rajasthani and Mughal architecture. The center of the palace is a seven storied building called Chandra Palace, with fine views over the gardens and the city. Next stop the City Palace is the **Solar Observatory** - an astronomical treasure house, with solar devices that still give accurate predictions.



### Optional:

After the visit of Amber, continue on your drive to **Dera Amer** for an **Elephant Safari with lunch**. Upon arrival, freshen up and get a non alcoholic welcome drink. Begin your elephant safari (2 Persons Per Elephant) with a tribal forest guide through the forest.



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Enjoy Lunch after the safari and then continue to visit other sites.

**Dera Amer** situated behind the hills of the famous Amer Fort is the ideal location for outdoor recreational and adventure activities in very close proximity to the city of Jaipur. The Camp is located at the foothills of the Aravali Range and surrounded by the wilderness of a reserved forest with no urban civilization in the vicinity, just a few hamlets housing the local villagers occupied by farming on their fields bordering a pretty lake.

A local Rajput family who themselves reside in the area organize elephant, horse and camel safaris in the jungle using their beautiful home and camp as a base as well as getting the guests to interact with the local farmers in the village.

You will get an opportunity to visit one of **the Art & Craft** factories and see a demonstration of gem cutting & polishing. Jaipur is noted for its craftsmen skilled in the art of cutting precious stones and famed for its garnets and rubies. It is equally well known for brass inlay work, lacquer work and the printing of muslins.

Overnight: Rambagh Palace (Palace room)

**Day 09** **Jaipur / Jodhpur - 330 kms / 7 hrs**

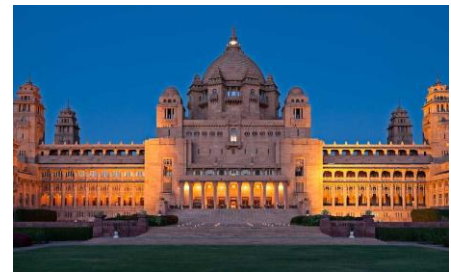
Early breakfast at the hotel.

Check out and meet your driver in the hotel lobby for your drive to Jodhpur.

Arrive and check into the hotel.

**Jodhpur** stands on a range of sandstone hills surrounded by a strong wall nearly 10 kms in length, with seven gates. Dominating the city is an eminence surmounted by a massive fortress. In olden days, the fortress must have been well nigh impregnable, for the rocky base on which it is built is scraped on every side. Within the walls are royal palaces with priceless jewels and a striking collection of arms.

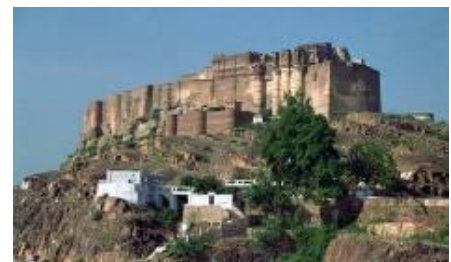
Evening Palace Tour - enjoy a tour of **Umaid Bhawan Palace organized by the hotel for their in-house guests** - Maharaja Umaid Songhai who built this palace was fascinated with western lifestyles so he obtained the services of a well-known Edwardian architect, Henry Vaughan Lanchester, to construct a three hundred and forty seven roomed Umaid Palace. This was to become India's last of the great palaces and the biggest private residence in the world.



Overnight: Taj Umaid Bhawan Palace (Palace room)

**Day 10** **Jodhpur**

Breakfast at the hotel



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Meet your local guide in the hotel lobby and depart for a guided sightseeing tour of Jodhpur to visit **the imposing Mehrangarh Fort.**

Within the walls are royal palaces with priceless jewels and a striking collection of arms. **Jaswant Thada**, an imposing marble memorial built in 1899.

**Or**

**Optional:**

Morning depart for a village jeep safari to nearby Bishnoi Village - learn of the villagers interesting philosophy for living - a devotion to eco-friendliness and wild life protection.

Afternoon, proceed on to visit Mehrajgarh Fort, Jaswant Thada.

**Evening enjoy a short walk through the local and vibrant bazaar of Jodhpur.** The Sardar Market is located near the clock tower in the city and is quite famous for its textiles in different prints, leather footwear and artifacts. Apart from exploring the local markets, the astonishing arts & crafts will give you a brief overview about the city's true essence.

Overnight: Taj Umaid Bhawan Palace (Palace room)

**Day 11 Jodhpur / Udaipur via Ranakpur - 295 kms / 6 hrs**

Breakfast at the hotel.

Check out and meet your driver in the hotel lobby for your drive to Udaipur en route visiting **Rankapur Jain Temples.** These temples were created in the 15th century AD during the reign of Rana Kumbha and are enclosed within a wall.

After the visit, continue on your drive to Udaipur.

Arrive Udaipur and check into the hotel.

In **Udaipur** the visitor finds his dream of India come true - for the city combines real beauty with picturesque associations of a great and glorious past. It stands in a valley, amid green hills on the banks of the wide, steel blue Lake Pichola. On little islands in the lake, from the water's edge, rise marble palaces of pure white that glisten like fairy castles. Crowning the ridge, in which the city clusters, along the shores of the lake is the palace of the Maharaja. Within the palace is all the magnificence of the East - peacocks in mosaic on the walls, floors inlaid with tiles of rare beauty, and roof gardens affording magnificent views of the panorama below.

Arrive and check into the hotel.

Rest of the evening is at leisure.

**Or**

Witness a cultural program at the hotel organised by the hotel for its inhouse guests.

Overnight: Taj Lake Palace (Luxury Lakeview room)

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**Day 12**                      **Udaipur**

Breakfast at the hotel.

Pick up from the hotel lobby and depart for a sightseeing tour of Udaipur to visit :

**Sahelion Ki Bari** (Queen's retreat for her friends), a drive around **Fateh Sagar Lake** - a man made lake, **City Palace** - one of the most important attractions in Udaipur. It has several exotic palatial structures that enchant with their carved and fantastic walls, latticework, mirror work etc. Then proceed to visit the **Jagdish Temple** and **Gulab Niwas Garden**.



Later, stroll around the city and enjoy a common **boat ride** on Lake Pichola - visit the Jag Niwas Palace. The palace, built of granite and marble, covers four acres and is built almost in the middle of the lake. Visit the Borra Mahal, Khas Mahal and the courts, gardens and fountains.

Overnight: Taj Lake Palace (Luxury Lake view room)

**Day 13**                      **Udaipur / Delhi**                      **flight**

Breakfast at the hotel.

Check out and meet your driver in the hotel lobby for your transfer to the airport to board your flight for Delhi.

Arrive Delhi, proceed towards the exit gate of the airport and look for our representative holding a placard in your name to assist and transfer you to your hotel

Rest of the day at leisure.

Overnight. Taj Mahal Hotel (Deluxe room)

**Day 14**                      **Depart Delhi**                      **flight (not included)**

Breakfast at the hotel.

Transfer to the airport to board your onward flight.

**Bon Voyage....**

**Note:**

- Airport check in for domestic flight is 1 ½ hrs and International flight: 3 hrs prior to departure.
- Driving distance/time is approx., which is subject to road conditions/traffic.
- Flight schedule mentioned above is subject to change.
- Hotel check in time 15:00 hrs/check out 12:00 hrs

**Tour Cost Inclusions:**

- Traditional garlanding welcome upon arrival at airport.
- 13 night's accommodation in double sharing standard/base category rooms at hotels mentioned above or similar to include currently applicable taxes.
- Daily breakfast on fixed menu/buffet.
- All three meals in Ranthambhore on fixed menu/buffet.
- One Lunch near Jodhpur during Village Jeep safari on fixed menu/buffet.
- Transfers and sightseeing by air conditioned Toyota Innova per itinerary
- Assistance on arrival and departure at airport.
- Baggage / portorage at airport and hotels - 1 bag per person.
- 1 bottle per person per day of mineral water during sightseeing/long drives in the vehicle.
- English speaking local guides during sightseeing per itinerary
- Currently applicable entrance fees to monuments per itinerary for one visit.
- Elephant/jeep ride at Amber Fort in Jaipur.
- 03 Jeep safari in Ranthambhore National Park.
- Boat ride in Udaipur (common boat),
- Rickshaw ride in Delhi.

**Package Exclusions:**

- International airfare / airport
- Visa and visa fees.
- Insurance
- Any meals except those mentioned in inclusions, Christmas & New year evening gala dinner
- Items of personal nature like camera fee, gratuities, tips, laundry, telephone bills, drinks, etc.
- Any item not mentioned above.
- Any expenses arising due to circumstances beyond our control such as flight delays/cancellations, natural calamities, etc.
- Any increase in costs beyond our control such as fuel and airfare increase, additional Government levies and taxes etc.
- All the other services which are not mentioned in the inclusions

Terms and conditions as per Tourcan Vacations brochure 2017

A visa is required for entry into India



## TERMS & CONDITIONS

### 1. PRICE INCLUDES

**Meeting/Assistance/Transfers/Porterage:** Airport / Hotel round-trip transfers at all destinations and includes one suitcase per person.

**Accommodation:** In twin/double rooms with en-suite facilities.

**Meals:** Meals as per itinerary.

**Guide:** Professional English-speaking local guide(s).

**Sightseeing & Entrance Fees:** Vehicle size depends on number of travelers. Entrance fees as per itinerary.

**Services Charges & Taxes:** All taxes charged by local governments on services, which are part of the program.

### 2. PRICES DO NOT INCLUDE:

**Personal expenses:** Telephone and data port charges at some hotels, meals and drinks, unless otherwise specified in the itinerary.

**Tips:** To guides, drivers and hotel personnel.

**Insurance:** Travel insurance is highly recommended and may be purchased at the time of deposit.

**3. PAYMENT CONDITIONS:** A non-refundable deposit of \$300.00 per person is required at time of booking unless otherwise stated in your invoice. Tourcan Vacations office must receive final payment 60 days prior to departure. For bookings made within 60 days of departure, full payment is due. **Some suppliers may require additional deposits. You will be advised at time of confirmation. The additional amount is non-refundable. If final payment is not received 60 days prior to departure the booking will be cancelled.**

**4. TERMS & CONDITIONS :** The purchase of packages, air only or tours (hereinafter referred to as the "Travel Services") offered by Tourcan Vacations constitutes a contractual agreement between Tourcan Vacations and the customer and implies your acceptance of Tourcan Vacations terms and conditions. Please ensure you read carefully and understand these terms and conditions prior to booking.

**5. PRICES INDICATED:** Prices quoted in our website or by reservations staff are based on double occupancy and in Canadian dollars (\$CAN), unless otherwise indicated, and are based upon the prices of service providers, exchange rate, cost of fuel, taxes and other fees in force at time of preparation of the present brochure. All prices are valid upon date of publication and are subject to change without notice. Unless the customer has paid in full, all prices may be increased at any time and for any reason. Where there is an increase in the total price of the Travel Services after a deposit has been paid and the cumulative increase, except any increase resulting from an increase in retail sales tax or federal goods and services tax, is more 7 per cent the customer has the right to cancel the contract and obtain full refund.

**6. RESERVATIONS/DEPOSIT/CONFIRMATION:** Reservations must be accompanied by a deposit or payment in full before they can be considered confirmed.

**7. FINAL PAYMENT:** Final payment must be received by Tourcan Vacations 60 days prior to departure date. Reservations made less than 60 days prior departure date must be accompanied by payment in full. If final payment is not received within the required period, Tourcan Vacations reserves the right to cancel any such reservations without prior notice and levy applicable cancellation fees.

### 8. PAYMENT BY CREDIT CARD:

Signed copies of Credit Card Authorization Forms must be in our possession before final documents will be issued.

**9. CHARGES FOR CHANGES:** Any changes to a reservation will be subject to a \$50 change fee outside of 65 days of departure. Within 65 days of departure cancellation penalties will apply. If any change made by one or more customers alters the basis of room occupancy, rates will be adjusted to reflect true room occupancy status. Changes of customer names will be treated as a cancellation and cancellation fees will apply.

Charges will apply for any changes in customer reservations (subject to availability) subsequent to the departure date.

**10. CANCELLATION CHARGES:** Charges will apply in the event of any cancellation. Insurance premiums are non-refundable, in whole or in part, whether cancelled before or after the departure date. The day of departure is excluded when calculating cancellation or change fees. All cancellation fees must be calculated based on the total amount of the products and Travel Services purchased. Tourcan Vacations reserves the right to cancel a booking where any payment is not received by its due date (60 day prior to departure).

### CANCELLATION BEFORE DEPARTURE DATE:

Up to 60 Days prior – loss of deposit\*

59 to 0 Days prior- 100% penalty\*

No refunds will be made for any used portion including hotels, sightseeing, cruises, transfers, meals, international or domestic flight with or without notice, unless cancelled or missed by the supplier.

\*Plus any unrecoverable deposits paid to airlines or suppliers.

### 11. FLIGHTS AND CARRIERS

#### Customers acknowledge and accept the following

**Changes:** Flights offered by Tourcan Vacations are conducted in accordance with the applicable tariffs of the air carrier and pursuant to regulations set out by the Canadian Transportation Agency. All such flights and rates are also subject to approval by the relevant government authorities. Consolidations and changes in the published schedule, aircraft type, days of operation, air carrier providing air transportation and flight itinerary may be undertaken at any time and without prior notice, in accordance with the air carrier's tariffs.

**Fares and Names:** Fares and taxes may increase between the time of quoting, booking and tickets being issued.

The fares quoted are subject to class availability and may have booking conditions attached.

Tickets must reflect the passengers name as shown in their passport. If names are not reflected correctly boarding may be denied.

**Schedule Check and Connecting Flights:** Flight schedules are subject to change without notice. Customers having purchased air only must reconfirm their return flight within 24 to 72 hours prior to the scheduled take-off time. Tourcan Vacations undertakes to notify customers reasonably in advance through means it deems appropriate of any schedule changes resulting in the advancement or delay of the flight departure times or in case of cancellation of a flight. Whenever customers book connecting flights, they must allow sufficient time to make their connection. No control can be exercised over air carriers to guarantee flight schedules, which may be altered or affected by various circumstances. Tourcan Vacations will not be liable for any change of schedule or a missed flight connection, including any additional fees incurred and special, incidental or consequential damages (including the carriage of baggage) arising from the foregoing, whether or not it had the knowledge that such additional fees or damages might be incurred.

**Airport check-in:** It is recommended that customers arrive at the airport check-in counter at least 3 hours prior to departure. Failing this, their reservation may be cancelled and their seats assigned to other customers, with no right of recourse.

**Seat assignment:** unless already pre-assigned, staff at the air carrier's check-in counter conducts aircraft seating.

**Other applicable conditions:** Air transportation is subject to all applicable government regulations and is governed by the Montreal Convention, or the Warsaw Convention as the case may be, the applicable tariffs of the air carrier as well as the conditions of contract appearing on the airline ticket. Any amendments or changes to the applicable air carrier's general terms and conditions of carriage once filed with and approved by federal regulatory authorities, are not subject to additional public notice and are legally binding.

**Refusal to transport:** Removal of passengers: Tourcan Vacations shall not be liable for refusal by itself or the air carrier to transport a passenger nor for the cancellation of a reserved space or removal of a passenger due to, but not limited to, safety reasons, to prevent the violation of any applicable laws of any country or to prevent any hazard or risk to such passenger, to any other person or property, or to the flight.

**12. VALIDITY OF TICKETS:** Tickets are made out in the name of the customer and are not transferable. Tickets are valid only on the dates and flights indicated. Unused portions of tickets may not be used for travel on other flights and are not subject to refund at any time.

## TOURCAN VACATIONS

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### 13. BAGGAGE:

**Limits:** Air carriers have individual rules and regulations with respect to baggage weight, size and number. Customers must consult with the travel agent for applicable restrictions.

**Liability:** The provisions of the Montreal Convention, or the Warsaw Convention as the case may be, the applicable tariffs of the air carrier, as well as the notice appearing on the passenger ticket and baggage check, govern the loss of and damage to baggage and establish the limits of air carrier's liability. Baggage lost or damaged while boarding or disembarking a ship must be reported to the Purser's office prior to the ship's departure from port or prior to leaving the local customs area. Passengers' baggage and property are transported, stored and handled at owner's risk at all times.

**14. TRAVEL DOCUMENTS:** It is the full responsibility of customers to obtain at their own expense all necessary travel documents required by all relevant government authorities, including all ports of call, and to comply with the laws thereof. Passports will be required for all air and sea travel to or from all destinations and may have to be valid for six months beyond the date of the expected return to Canada. Canadian Citizens born in certain countries may require a visa in addition to a valid passport. A permanent resident card will be required for permanent residents/landed immigrants who are not Canadian citizens. One (1) parent traveling with a child under age 18 may have to obtain a notarized letter of consent signed by the parent not traveling. Customers are responsible for checking which documents are required, and then make certain that they have the necessary documents in hand prior to departure. The carrier or relevant authorities, without further recourse or the possibility of a refund, may deny customers boarding privileges failing to provide the required documents. Entry to another country may also be refused even if the required information and travel documents are complete. No refund or replacement will be given for lost or stolen travel documents. Tourcan Vacations shall not be liable for any aid or information given by its employees or the travel agent in connection with obtaining any necessary travel documents or complying with any laws, whether given orally, in writing or otherwise, or for the consequences suffered by any customer resulting from his/her failure to obtain such documents or to comply with such laws.

**15. CUSTOMER ADVISORY:** Some events are part of normal unpleasant occurrences, which can happen when traveling abroad. The customer realizes this, solely assumes the consequences thereof and agrees that Tourcan Vacations cannot be held responsible for any damages owing to such occurrences.

**Living Standards:** Customers are asked to bear in mind and accept that living standards and practices at the destination, and the conditions there with respect to the provision of utilities, services and accommodations, may differ from those found in Canada.

**Service disruptions:** Some services including water, electricity, air-conditioning, security, sanitary conditions, pools, food, beverages and other services or benefits may be suspended or interrupted partially or completely during the customer's stay. Likewise, depending on the occupancy rate of hotels, à la Carte dining may be replaced by buffet or vice-versa.

**Food, water and beverages:** The food, water and beverages may not be up to North-American standards. Accordingly, customers assume sole responsibility for any illness suffered while abroad or upon return owing to the quality of the food, water and beverages.

**16. ROOM ALLOCATION:** Hoteliers are solely responsible for room allocation, in accordance with the category reserved by customers. Should customers choose to alter their room category upon arrival at destination (upon availability), they must make their own arrangements with the hotelier and assume all additional fees levied by them.

**17. CHECK-IN AND CHECK-OUT CONDITIONS:** Customers acknowledge and accept that hoteliers, in accordance with international standards, have specific check-in times, usually from 3 PM and check out by noon on the scheduled day of departure or by noon on the day immediately preceding a late night departure.

### 18. CUSTOMERS REQUIRING ASSISTANCE AND CARE WHILE TRAVELLING

All customers requiring special care, assistance, attention or treatment must advise Tourcan Vacations and the air carrier of any and all specific needs at the time of booking, in order to arrange air transportation, hotel and tour accommodations.

### 19. CHANGES TO TRAVEL SERVICES:

If Travel Services are no longer available prior to the departure date or subsequent to arrival at destination, Tourcan Vacations reserves the right to substitute them for comparable goods or Travel Services, or, alternatively, to cancel them.

**Changes to itinerary:** Tourcan Vacations and the participating tour operator reserves the right to cancel, alter or re-schedule any timing, to omit one or more stops, to substitute alternative itineraries or to otherwise amend the content of the tour with or without prior notice to the passenger.

### 20. CUSTOMER RESPONSIBILITY

**Health:** Customers, whose physical condition so requires, must ensure that they have a sufficient quantity of any required medication with them, and that they carry such medication in their hand baggage at all times. Customers must also consult competent medical authorities prior to departure about preventive medical measure as regards to the countries to be visited.

**Activities:** Tourcan Vacations cannot be held responsible for any accident or mishap occurring at the destination during the practice of activities in which the customers participate of their own free will and initiative.

**21. FORCE MAJEURE:** Tourcan Vacations shall not be liable for failure in the performance of any of its obligations, including without limitation, for any loss or damage resulting from any delay, cancellation, loss of personal belongings, illness, bodily injury, accident, death, deterioration of Travel Services, inconvenience, loss of enjoyment, disappointment or frustration, either mental or physical, due to:

\* An Act of God or Force Majeure;

\* A war, revolution, insurrection, riot, blockage or any other unlawful act against public order or authority, including an act of terrorism or threat thereof;

\* Fire, flood, explosion, earthquake, epidemics, quarantine, storm, lightning, tornado or adverse weather conditions generally;

\* Accident to or failure of an aircraft or equipment used in connection therewith, loss of or hijacking of an aircraft, or any shortage of or inability to provide labor, fuel or facilities;

\* Any strike, lock-out, labor dispute or other industrial disturbance whether involving Tourcan Vacations' employees, the employees of its service providers or others upon whom Tourcan Vacations relies;

\* Any government order, regulation, action or inaction or any failure to obtain the approval of a government authority having jurisdiction in the circumstances as may be required to the conduct of operations hereunder or any government or legal restraint upon such operation;

\* Others upon whom Tourcan Vacations relies for the performance of the whole or any part of any Travel Services hereunder;

\* Any other causes beyond the reasonable control of Tourcan Vacations and any other event not reasonably to be foreseen, anticipated or predicted, whether actual, threatened or reported, which may interfere with the operations of Tourcan Vacations or of its service providers.

**22. EXCLUSION OF LIABILITY:** Tourcan Vacations makes arrangements with air carriers, hotels, transfer operators and other independent parties to provide customers with Travel Services they purchase. Although Tourcan Vacations takes great care in selecting these service providers, it does not have any control over them and cannot be held responsible for their omissions, fault or negligence, or that of their employees, nor for any loss or damages suffered as a result thereof. Travel Services provided are subject to the conditions imposed by the service providers and their liability is limited by their tariffs, conditions of carriage, tickets, vouchers, international conventions and agreements.

**23. ACTIVITIES NOT INCLUDED:** Tourcan Vacations shall not be liable for the quality or safety of activities (such as excursions, optional tours, little extras and others) available at the destination that customers may wish to participate in and which are not included in the package, nor for any other representation made by the operator of any such activities. Any written or oral contract for all such activities shall be deemed to be made between customers and the operator of such activities and shall be undertaken at the customers' own risk of loss, damage or injury. Tourcan Vacations shall not be liable in any manner for any complaints or claims that may arise as a result of participation in any such activities which are offered by third parties over whom Tourcan Vacations has no control.

**24. CONFIDENTIALITY:** Tourcan Vacations strictly complies with principles of confidentiality with respect to customers' personal information, including in accordance with the Personal Information Protection and Electronic Documents Act.

**25. LAWS:** The laws of the province in which the Canadian gateway city is located govern this agreement. Any legal action instituted against Tourcan Vacations must be heard before the courts of this province. For the purposes of any such proceedings, the parties hereby agree to elect domicile in the judicial district of the Canadian gateway city in question. The voiding of one or other of the clauses hereto shall neither annul nor invalidate this agreement, which is known as the Terms and Conditions. Tourcan Vacations is registered as a wholesaler in Ontario.

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