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**THE LEELA**

PALACES HOTELS RESORTS



## AN INDIAN JOURNEY WITH THE LEELA HOTELS ITINERARY

**VALIDITY:**

**01 November 2017 – 31 March 2018**





## 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 drama; 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...!*

# AN INDIAN JOURNEY WITH THE LEELA HOTELS – ITINERARY

**VALIDITY: 01 NOVEMBER 2017 – 31 MARCH 2018**

## **DAY 1:**

**DESTINATION: DELHI - FLIGHT (NOT INCLUDED)**

**ACCOMMODATIONS: THE LEELA PALACE**

**ACTIVITY: ARRIVAL**

Welcome to Delhi! Delhi is a city that bridges two different worlds. Old Delhi, once the capital of Islamic India, is a labyrinth of narrow lanes lined with crumbling havelis and formidable mosques. In contrast, the imperial city of New Delhi created by the British Raj is composed of spacious, tree-lined avenues and imposing government buildings. Delhi has been the seat of power for several rulers and many empires for about a millennium. Many a times the city was built, destroyed and then rebuilt here. Interestingly, a number of Delhi's rulers played a dual role, first as destroyers and then as creators.

Arrival in Delhi, clear immigration and customs. Our Airport Representative will meet you outside immigration and customs in the arrival Hall and transfer you to your hotel. (Check-in time at the hotels is 2:00pm)

### **About The Leela Palace Hotel**

The Leela Palace New Delhi stands majestically at Chanakypuri, in close proximity to the Diplomatic Enclave, Rashtrapati Bhavan, Prime Minister's residence, the Secretariat, leading Business Districts and historical monuments, making it a perfect choice for discerning business and leisure travellers. The Leela Palace New Delhi represents the magnificent architecture, grace and elegance of Lutyen's Delhi. The hotel building has been L.E.E.D. Platinum certification.



It provides the luxury of oversized guestrooms and suites of 550 sq. ft and above, equipped with the latest technology. It has several uber chic restaurants and an exclusive Spa by ESPA. The hotel has redefined international benchmarks of luxury hospitality and has been conferred with innumerable awards and accolades, including being in the Top 4 Best of the Best Hotels in the World, by Robb Report in 2012.

**Breakfast is served in the Coffee shop from 6.30AM till 10AM.**

**Meals: Breakfast**

## DAY 2:

**DESTINATION: DELHI**

**ACCOMMODATIONS: THE LEELA PALACE**

**ACTIVITY: SIGHTSEEING TOUR OF OLD & NEW DELHI**

Pick up from the hotel lobby and depart for a guided sightseeing tour of Old & New 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 alternating vertical strips of red sandstone and white marble.



Enjoy a cycle **rickshaw ride** through **Chandani Chowk market**. We then **drive past the Red Fort**. Built in red sandstone are the walls of Lal Quila. The Red Fort extends for 2 km and varies in height from 18m on the river side to 33m on the city side. Shah Jahan started 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.

We will then move towards New Delhi and 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.

Drive past **India Gate** (War Memorial), and the **President's House**, which was once the Viceroy's Palace, **Parliament House** and **Secretarial buildings**. Visit the **Qutab Minar** - 234 feet high tower, 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 stories, each marked by a projecting balcony. The first three storey are made of red sandstone, the fourth and the fifth of marble and sandstone.

### Meals: Breakfast





## DAY 3:

**DESTINATION: DELHI – AGRA DRIVE: 205 KM/ 4 HOURS (APPROX.)**

**ACCOMMODATIONS: ITC MUGHAL**

**ACTIVITY: SIGHTSEEING TOUR OF AGRA FORT & TAJ MAHAL**

Check out and meet your driver in the hotel lobby to depart by road to Agra. Arrive and check into the hotel.

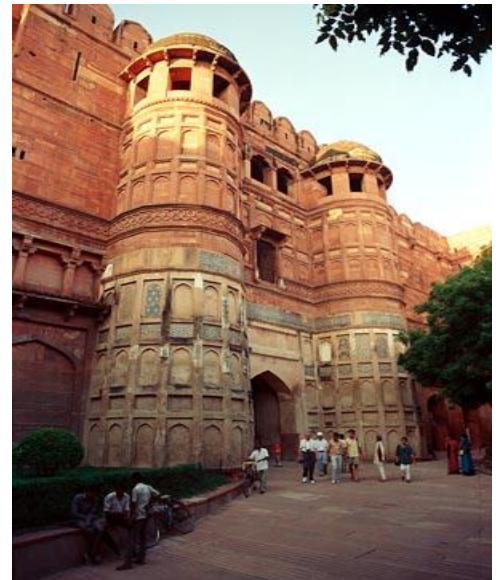
### About The ITC MUGHAL Hotel

Sprawled over 35 acres of luxurious gardens, and in close proximity to the Taj Mahal, ITC Mughal, a luxury hotel in Agra is a fitting tribute to the great Mughal builders of the past. The only Indian hotel to have won the prestigious Aga Khan Award for its excellent representation of Mughal architecture. This luxury hotel in Agra comprises of 233 opulent rooms and suites, recreating a paradise for the contemporary Mogul- full of splendor and perfection which was the hallmark of the Mughal Dynasty.



**Later**, depart for a guided sightseeing tour of Agra Fort & Taj Mahal:

**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 being 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).**

You will also get 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.

In the evening, at **Kalakrity Auditorium in Agra**, experience a unique live show called *Mohabbat the Taj*:



**Mohabbat The Taj (show timing: 1845-1955 hrs)** - 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 Shah Jahan 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).**

**Meals: Breakfast**

## DAY 4:

**DESTINATION: AGRA – JAIPUR ROAD (VIA FATEHPUR SIKRI): 265 KMS / 6 HRS (APPROX.)**

**ACCOMMODATIONS: HOTEL RAMBAGH PALACE**

**ACTIVITY: VISIT TO FATEHPUR SIKRI**

### Optional:

Early morning depart to visit **Taj Mahal during Sunrise (closed on Fridays)**.

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



## About The Hotel Rambagh Palace

Traverse the royal history of Rajasthan at Rambagh Palace, once the residence of the Maharaja of Jaipur. Partake of a wealth of experiences that resound with memories and indulgences of a bygone era.

The palace retains its elaborate splendour, extravagantly decorated with hand-carved marble 'jalis' or latticework, sandstone balustrades, cupolas and 'chattris' or cenotaphs, and elaborate Mughal Gardens. Within this most glorious of palaces showcasing the best of Rajasthan's royal heritage, you also experience the best fine-dining restaurants in Jaipur.



### Meals: Breakfast

#### DAY 5:

**DESTINATION: JAIPUR**

**ACCOMMODATIONS: HOTEL RAMBAGH PALACE**

**ACTIVITY: SIGHTSEEING TOUR OF JAIPUR**

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 the fort on an 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.

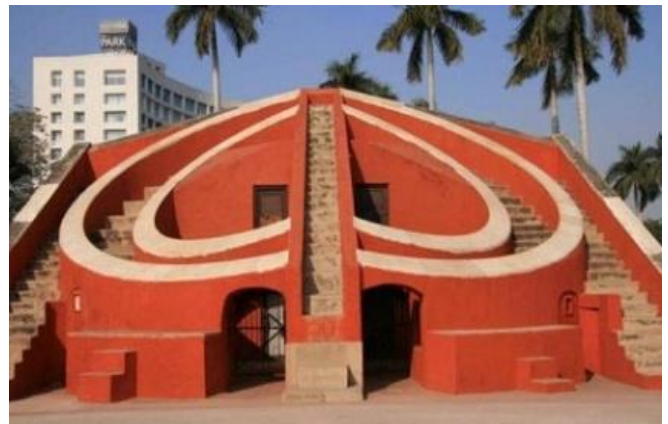




**City Palace & Museum:** The City Palace in the heart of the old city is a blend of Rajasthani and Mughal architecture. The center of the palace is a seven storied building called Chandra Palace, with fine views over the Gardens and the city.



**Solar Observatory:** an astronomical treasure house, with solar devices that still give accurate predictions.



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.

### Meals: Breakfast

#### DAY 6:

**DESTINATION: JAIPUR – UDAIPUR (FLIGHT)**

**ACCOMMODATIONS: THE LEELA PALACE**

**ACTIVITY: AFTERNOON STROLL AROUND THE CITY AND ENJOY A BOAT RIDE ON LAKE PICHOLA**

Early morning, check out and you will be transferred to airport to board flight for Udaipur (carry packed breakfast from hotel).

Arrive Udaipur, proceed towards exit gate, where our representative will meet you and transfer you to your hotel.

#### About The Leela Palace Hotel

For centuries, visitors have marvelled at the royal splendour of Udaipur's magnificent palaces and forts.

The Leela Palace Udaipur is a jewel on the banks of the majestic Lake Pichola offering stunning views of the lake, City Palace and the Aravalli Mountains. The hotel exemplifies Rajasthani palace architecture and evokes the grandeur of Udaipur's rich and royal heritage.



The elegant and contemporary interiors of the rooms and suites at The Leela Palace Udaipur are embellished with traditional elements of Rajasthani design and artistry. With a lake facing pool, spa and an array of restaurants and superlative lounges, the palace provides a fairy tale setting for a royal Mewar experience.

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.

Afternoon stroll around the city and enjoy an exclusive **boat ride** on Lake Pichola – visit the Jag Mandir 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.

### Meals: Breakfast

#### DAY 7:

**DESTINATION: UDAIPUR**

**ACCOMMODATIONS: THE LEELA PALACE**

**ACTIVITY: SIGHTSEEING TOUR OF UDAIPUR**

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

**Sahelion Ki Bari** (Queen's retreat for her friends), a drive around **Fateh Sagar Lake** - a man-made lake; **City Palace** is 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**.



Rest of the day is free. Enjoy a Spa/Ayurveda Treatment (**At own Cost**).

### Meals: Breakfast



## DAY 8:

**DESTINATION: UDAIPUR – MUMBAI - GOA (FLIGHT)**

**ACCOMMODATIONS: THE LEELA GOA**

**ACTIVITY: FLIGHT, REST OF DAY AT LEISURE**

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

Arrive Mumbai and further connect flight for Goa.

Arrive Goa, 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.

### **About The Leela Goa Hotel**

Sprawled between the Arabian Sea and River Sal, the resort has been designed by the renowned architect, Tom Pugliaso, and it reflects the Portuguese and Indian heritage. The Club - a resort within a resort offers everything from limousine transfers from the airport to private plunge pools, dining areas and a designated Club beach.

Rest of the day is at leisure.

Also known as "Pearl of the Orient" and a "Tourist Paradise", the state of Goa is located on the western coast of India in the coastal belt known as Konkan.

**Meals: Breakfast**



## DAY 9:

**DESTINATION: GOA**

**ACCOMMODATIONS: THE LEELA GOA**

**ACTIVITY: SIGHTSEEING TOUR OF GOA**

Pick up from the hotel lobby and depart for a sightseeing tour of Goa to visit: the Dona Paula, Miramar, Panaji City with latin quaters, Old Goa Churches and Temple Mangueshi, Shantadurga, the Centuries Old Portuguese Forts of Aguada, the Light House, the beaches of Candolim, Calangute & Baga.



Visit Spice Plantation where a Tour of the Plantation will be provided followed by a Traditional Goan Lunch.

**Meals: Breakfast**

## DAY 10:

**DESTINATION: GOA**  
**ACCOMMODATIONS: THE LEELA GOA**  
**ACTIVITY: FULL DAY AT LEISURE**

Full day is at leisure. Relax on the beach!



**Meals: Breakfast**

## DAY 11:

**DESTINATION: GOA – MUMBAI (FLIGHT)**  
**ACCOMMODATIONS: THE LEELA MUMBAI**  
**ACTIVITY: SIGHTSEEING TOUR OF MUMBAI**

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

Arrive Mumbai, 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.

**Mumbai**, being a major port of India, Mumbai is also a great industrial centre. A cosmopolitan city, it owes its prosperity to the industry and enterprise of its population of about eight million. It is the commercial capital of India.

### **About The Leela Mumbai Hotel**

The Leela, Mumbai's only resort style business hotel, is just 10 minutes away from the Mumbai Airport. Luxurious accommodation coupled with 6 dining options can be expected at The Leela Mumbai. An outdoor pool and pampering spa are available.





Afternoon, we depart for a sightseeing tour of Mumbai to visit:



**Gateway of India:** Located in South Mumbai just opposite Hotel The Taj Mahal, Gateway of India is a mammoth structure that bears a testimony to a number of historical events. It was originally built to commemorate the grand arrival of King George V and Queen Mary to India in 1911.

**Mani Bhawan (from outside):** A memorial dedicated to the Father of the Nation, Mahatma Gandhi. He used to stay at House No.19 called Man Bhawan, from time to time between 1917 and 1934.

He was arrested here in 1932 and taken off for one of his many prison terms. The building now contains a pictorial gallery, a 20,000 volume research library, a film and recording archive and a set of diorama on the Mahatma's life.

**Crawford Market:** Named after Bombay's first municipal commissioner, Arthur Crawford, the Crawford Market is at the northern end of the old British part of the town, and faces the crowded inner city. An elegant covered market, it dominates the skyline with its clock tower and steeple. It was the main wholesale market for fruits in Bombay until March 1996, when the wholesale traders were relocated to New Bombay.

**Victoria Terminus:** It is the westernmost end point of the Central Railways of India. A magnificent building, completed in 1888, the Victoria Terminus was named after the then Queen Empress on Jubilee Day, 1887. Construction started in 1878 based on a design by **F.W.Stevens**, and took 10 years to complete. It is now the starting point of the Central Railways. The Victoria Terminus was renamed Chhatrapati Shivaji Terminus on March 4, 1996. Besides the above, there are many other attractions like **Rajabai Clock Tower**, **High Court** in the Gothic architectural style and **The Marine Drive** (also known as 'Queen's Necklace', the street lights shining like jewels at night).

## Meals: Breakfast

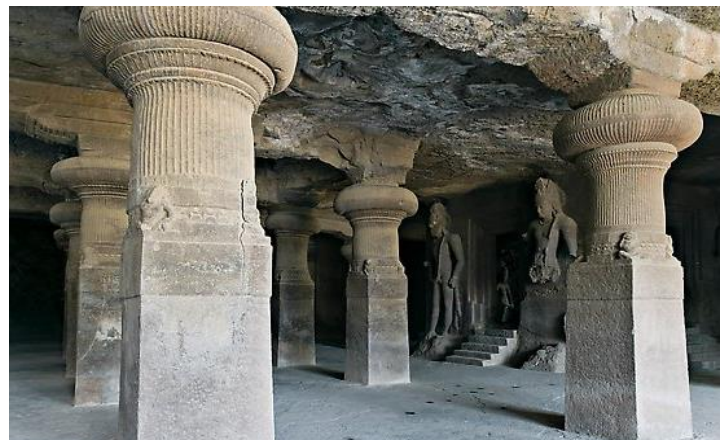
### DAY 12:

**DESTINATION: MUMBAI**

**ACCOMMODATIONS: THE LEELA MUMBAI**

**ACTIVITY: EXCURSION TO ELEPHANTA CAVES**

**Elephanta Caves (closed on Mondays)** known as Gharapuri (fortress city). The 7th century cave temple complex, which has been carved out of rock under two small halls, is dedicated to Lord Shiva and was a flourishing place of pilgrimage till a few centuries ago. It has a magnificent 18 feet high,



three-headed bust of Shiva- the Maheshmurti. The main cave, which is known as Elephanta, is supported by massive pillars, each resting upon a supported by massive pillars, each resting on a square base with fluted shafts. Inside is the main hall housing sculptures of various gods in the Hindu mythology. This well-known tourist spot is accessible by boat from the Gateway of India.

Rest of the day is free to relax at the hotel.

### Meals: Breakfast

#### DAY 13:

#### DESTINATION: DEPART MUMBAI FLIGHT (NOT INCLUDED)

In time, check out and you will be transferred to the airport to board your onward flight.

**Bon Voyage...!**

### Meals: Breakfast

#### Please 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.

**\*\*\*\*END OF SERVICES\*\*\*\***



#### INCLUDED:

- A representative for assistance on arrival and departure transfers.
- 12 nights hotel accommodation in base category rooms at hotels mentioned above or similar to include currently applicable taxes.
- Daily buffet / fixed menu breakfast at hotels
- Elephant/jeep ride in Jaipur to visit Amber Fort.
- Transfers and sightseeing by an air-conditioned Toyota Innova vehicle per itinerary.
- Entrance fees to monuments per itinerary.
- English-speaking local guides during sightseeing per itinerary.
- 1 bottle per person per day of mineral water in the vehicle during sightseeing.
- Economy class airfare on domestic sectors: Jaipur/Udaipur/Mumbai/Goa/Mumbai.

#### NOT INCLUDED:

- Any Insurance.
- Wifi is chargeable at all Leela hotels @ INR 750 per day (2mbps). At Rambagh Palace, its complimentary. ITC Mughal, Agra chargeable @ INR 375 Per Day.
- Optional sightseeing you may choose while on any tour.
- Any meals other than those mentioned above.
- Any beverages.
- Items of personal nature like baggage portorage at airports/hotels, tips, gratuities, laundry, telephone/fax calls, camera/video fee at monuments, medical expenses, airport departure tax, etc.
- Christmas/New Year Eve supplement.
- Airline excess baggage.
- International airfare and airport taxes.
- 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.
- Any item not mentioned above.

**A visa is required for entry into India**

## CONTACT INFORMATION:



### TOURCAN VACATIONS

5799 Yonge Street, Suite 1001

Toronto, Ontario M2M 3V3, CANADA

Tel: 416 391 0334 | Toll Free: 1800 263 2995

Fax: 416 391 0986  ONTARIO REG. #2679578

Emergency Cell Number: 416 301 9328

## TERMS & CONDITIONS:

Terms and conditions as per Tourcan Vacations brochure 2017 . . .

### 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.

## **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.