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## GLIMPSE OF KENYA & TANZANIA (FLYING SAFARI) ITINERARY

**Validity:**

**03<sup>rd</sup> January – 15<sup>th</sup> December, 2018**



# GLIMPSE OF KENYA & TANZANIA (FLYING SAFARI)

(Nairobi-Samburu-Masai Mara-Serengeti-Ngorongoro)

## Validity: 03<sup>rd</sup> January – 15<sup>th</sup> December, 2018

ITINERARY AT A GLANCE		
Day	Location	Accommodation
1	Nairobi	Sarova Stanley Hotel
2	Nairobi	Sarova Stanley Hotel
3	Samburu Game Reserves	Elephant Bedroom Camp
4	Samburu Game Reserves	Elephant Bedroom Camp
5	Masai Mara Game Reserve	Tipilikwani Luxury Mara Camp
6	Masai Mara Game Reserve	Tipilikwani Luxury Mara Camp
7	Masai Mara Game Reserve	Tipilikwani Luxury Mara Camp
8	Serengeti National Park	Serengeti Serena Safari Lodge
9	Serengeti National Park	Serengeti Serena Safari Lodge
10	Ngorongoro Conservation Area	Ngorongoro Serena Safari Lodge
11	Ngorongoro Conservation Area	Ngorongoro Serena Safari Lodge
12	Depart	

### DAY 1 NAIROBI

**JAMBO - KARIBU!!** It is ‘touch down’ at the Jomo Kenyatta International Airport.

On your arrival you will be met by our local representative at the airport with the traditional, unique and special welcome (bubbly, wet towels and presentation of authentic safari hat and a beautiful authentic canvas pouch filled with safari essentials). Transfer to your hotel in Nairobi, Kenya’s colourful capital city to check in to your city hotel.

Rest of the day or evening is spent at leisure.

#### **Overnight: Sarova Stanley Hotel**

*Most of the rooms at the Sarova overlook Nairobi, and all of them are elegantly decorated in classic style. They all have a seating area or separate living room with a satellite TV, and include a private bathroom.*

*The Pool Deck Restaurant is located on the fifth floor and serves al fresco buffet-style meals. The Thorn Tree Café is an open-air, bistro style café, and the Thai Chi offers authentic Thai cuisine.*



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The Stanley Health Club includes a fitness area, a sauna, and a steam bath. Yoga and aerobics lessons are also available upon request.

**Meals: Breakfast**

**DAY 2 NAIROBI**

Breakfast at the hotel.

After breakfast embark on a tour of Karen Blixen Museum and Giraffe centre followed by lunch at The Carnivore restaurant.

This evening you will enjoy complimentary dinner with the Manji family at their residence.

**Overnight : Sarova Stanley Hotel**

**Meals: Breakfast, Lunch and Dinner**

**DAY 3 NAIROBI / SAMBURU GAME RESERVES**

Breakfast at the hotel.

After breakfast you will be transferred to Wilson airport for a scheduled flight to Samburu Game Reserve.

You will be met by the camp guide driver & land cruiser at the airstrip in Samburu, enjoy an en route game viewing drive to the camp to a warm welcome then lunch, short siesta before heading for an afternoon game viewing drive in a shared camp vehicle.

The Samburu region is the best place to find several endemic Northern species; including the Gerenuk (Twiga gazelle) due to her long neck, the beisa oryx, the reticulated giraffe, the Somali ostrich and Grevy's zebra. Samburu is also an ornithological paradise, home to many birds including local species such as the palm nut vulture and the vivacious dove.



**Overnight: Elephant Bedroom Camp**

Surrounded by nature, each tent is equipped with a seating area and electric kettle. Free toiletries and shower facilities are included in an en suite bathroom. Guests can enjoy a variety of dishes at the



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restaurant. Room service can also be arranged upon request.

**Meals: Breakfast, Lunch and Dinner**

#### DAY 4 SAMBURU GAME RESERVES

Breakfast at the hotel.

Enjoy full day of morning and afternoon game viewing in both Samburu and Buffalo Springs game reserves in a shared camp vehicle. Leopards are often seen at dusk. The Samburu culture is a truly fascinating one, sharing a great deal of ancestral and linguistic ties to the Masai.



The entire Samburu region is a place of breath-taking and magical beauty, a place where the vision of a deep red sunset silhouetting the doum palms along the river as a leopard emerges to hunt brings the perfect end to a day on safari.

**Overnight: Elephant Bedroom Camp**

**Meals: Breakfast, Lunch and Dinner**

#### DAY 5 SAMBURU / MASAI MARA GAME RESERVE

Breakfast at the hotel.

After breakfast, the camp guide drivers will drop you at the airstrip for your morning scheduled flight to Masai Mara.

**Masai Mara National Reserve** is an area of preserved Savannah wilderness in south-western Kenya, along the Tanzanian border. Its animals include lions, cheetahs, elephants, zebras and hippos. Wildebeest traverse its plains during their annual migration. The landscape has grassy plains and rolling hills, and is crossed by the Mara and Talek rivers. The area nearby is dotted with villages (enkangs) of Masai people.



Upon arrival in Masai Mara the camp guide driver and vehicle will meet you at the airstrip; transfer to the camp to a very warm welcome. Check in at the camp followed by lunch.

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In the afternoon depart with the camp's guide driver & shared vehicle for an exciting game viewing drive. The rolling plains and grasslands, stretching far into the horizons as far as the eye can see is home to the black-manned lion, the savannah elephant, the Cape buffalo, wildebeests, the elusive leopard, cheetah, the spotted & stripped hyena, the rhino, topi, burchelle's zebra, the Masai giraffe among many others. The Mara game reserve is one that can never disappoint. One is spoilt by the variety of bird and wildlife species in this game reserve. For a long time, Mara Game Reserve has stubbed her authority as the 'granary' of wildlife in Kenya.

### **Overnight: Tipilikwani Luxury Mara Camp**

*The well-appointed tents provide an authentic African atmosphere. Each tent features a patio with view of the natural surroundings, mosquito nets and a dining area. The bathrooms contain a shower, toilet and bath. Free Wi-Fi is available. The camp serves local and International dishes at the restaurant, overlooking the plains. A bush breakfast or dinner*



*can also be arranged.*

**Meals: Breakfast, Lunch and Dinner**

## **DAY 6 MASAI MARA GAME RESERVE**

Breakfast at the hotel.

After breakfast proceed on a full day of game viewing drives & adventure in a shared camp vehicle. Be on the look-out for the big five that Masai Mara is famous for. These include the lion, savannah (African) elephant, the Cape buffalo, the leopard and the black rhino. You may even be lucky to witness a leopard or a cheetah sprint and make a kill!

**OPTIONAL ACTIVITY:** Balloon Safari over the Mara plains followed by a champagne breakfast or visit a traditional Masai Manyatta (off the beaten track) and experience the culture of this world famous community. The Masai still live as they did for centuries - interact with these nomadic people and experience their way of life as you learn about their customs and traditions.



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**Overnight: Tipilikwani Luxury Mara Camp.**

**Meals: Breakfast, Lunch and Dinner.**

**DAY 7 MASAI MARA GAME RESERVE**

Morning and afternoon game drives in Serengeti National Park.

**Overnight: Tipilikwani Luxury Mara Camp**

**Meals: Breakfast, Lunch and Dinner**

**DAY 8 MASAI MARA / SERENGETI NATIONAL PARK**

Breakfast at the hotel.

After breakfast transfer to the airstrip for a scheduled flight to Serengeti.

Upon arrival in Serengeti you will be warmly met by your driver-guide and transfer to the lodge for lunch followed by an afternoon game drive.

**Overnight: Serengeti Serena Safari Lodge**

*Offering an outdoor pool, Serengeti Serena Safari Lodge is nestled in the Western Corridor, near Grumeti River on a tree-clad ridge with sweeping views of the Serengeti National Park. Groves of acacia trees watered by sparkling streams cool down the property.*

*The accommodation is fitted with a seating area. Each unit is equipped with a private bathroom with a shower. Towels are offered. Designed to melt into nature, it includes a series of traditional domed rondavels. On the very edge of the ridge is a 'vanishing horizon' pool, which looks out over the 'endless plains' after which the Serengeti is named. Serengeti Serena Safari Lodge also includes a barbecue. Guests can enjoy the on-site restaurant.*



**Meals: Breakfast, Lunch and Dinner**

**DAY 9 SERENGETI NATIONAL PARK**

Breakfast at the hotel.

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This morning after breakfast, we depart with picnic lunch boxes for a full day of game viewing drives on the vast Serengeti plains. In the early morning and evening light, the Serengeti landscape is stunningly beautiful. The rolling plains and grasslands, stretching far into the horizons as far as the eye can see is home to the black-maned lion, the savannah elephant, the Cape buffalo, wildebeest, the elusive leopard, cheetah, the spotted & striped hyena, the rhino, topi, Burchelle's zebra, the Masai giraffe among many others. Serengeti National Park is one that can never disappoint. One is spoilt by the variety of bird and wildlife species in this game reserve with game-viewing drives.

**OPTIONAL ACTIVITY:** Dawn Balloon Safari over the Serengeti Plains ending with a champagne breakfast.

**Overnight: Serengeti Serena Safari Lodge**  
**Meals: Breakfast, Lunch and Dinner**

**DAY 10      SERENGETI / NGORONGORO CONSERVATION AREA**

Breakfast at the hotel.

After breakfast, we depart for Ngorongoro. We stop at the Olduvai Gorge, one of the most important prehistoric sites in the world to learn on human evolution. We will enjoy an on-site talk on the interpretation of the gorge by the resident guide.

We arrive at our lodge to a warm welcome. Check in followed by lunch. This afternoon is free to relax at the lodge and enjoy the breath-taking spectacular views of the crater below.

**Ngorongoro Crater** has the largest unbroken caldera in the world. It has been described as one of the great natural wonders of the world. Eight million years ago, the Ngorongoro Crater was an active volcano but its cone collapsed, forming the crater that is 610 meters deep, 20 kilometres in diameter, and covers an area of 311 sq. km.



Spectacular as it is, the crater accounts for just a tenth of the Ngorongoro Conservation Area. The crater is home to many species of wild game and birds. With the exception of impala and topi (due to fierce competition with the wildebeest) and the giraffe (because there is not much to eat at tree level), almost every species of African plains mammal lives

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in the crater, including the endangered black rhino, and the densest population of predators in Africa. The birdlife, which includes the flamingo, is mainly seasonal, and is also affected by the ratio of soda to fresh water in Lake Magadi on the crater floor.

**Overnight: Ngorongoro Serena Safari Lodge**

**Meals: Breakfast, Lunch and Dinner**

**NOTE: Warm jacket/cardigan is highly recommended.**

**DAY 11 NGORONGORO CONSERVATION AREA**

Breakfast at the hotel.

After breakfast we descend some 610 metres into the crater, which is home to an abundance of wildlife and a photogenic paradise, for a full day of game-viewing drive with picnic lunch. Ngorongoro Crater, the largest intact caldera in the world teams with an abundance of wildlife permanently resident on the crater floor. Prides of lions, herds of Cape buffalo, rhino, giraffes, golden & black-backed jackal, zebra, cheetah, leopard and the spotted hyena freely roam on the crater floor plains. Unmatched for its natural variety & breathtaking beauty, there are few places on earth where such a tremendous diversity of landscapes exist inside a region this size. Apart from its wildlife riches, the crater is also of great archaeological importance, with the remains of some of mankind's earliest ancestors discovered in the area, also a home to hundreds of bird species, refreshing in the small lakes in the crater floor.



**Overnight: Ngorongoro Serena Safari Lodge**

**Meals: Breakfast, Lunch and Dinner**

**DAY 12 DEPART KILIMANJARO**

Breakfast at the hotel.

After breakfast drive to Arusha for lunch. Thereafter, transfer to Kilimanjaro International Airport for your international departure flight

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**\*\*\*End of Service\*\*\***

FLYING SAFARI					
PER PERSON SHARING IN TWIN/DOUBLE ROOM					
VALIDITY	2 People	4 or 8 People	6 or 12 People	10 or 15 People	Single Supl.
03/01/2018-28/02/2018	10195	9395	9095	9595	1295
01/03/2018-31/03/2018	9295	8495	8195	8695	1195
01/04/2018-02/04/2018	8695	7895	7595	7995	695
03/04/2018-31/05/2018	8295	7495	7195	7595	295
01/06/2018-30/06/2018	9795	8995	8695	9095	1095
01/07/2018-31/10/2018	10595	9695	9495	9895	1295
01/11/2018-15/12/2018	9295	8465	8195	8695	1195

**INCLUSIONS:**

- ❖ Arrival transfer from Jomo Kenyatta International Airport (JKIA) & departure Kilimanjaro Airport (JRO)
- ❖ Met in our unique style with wet towels and ‘bubbly’
- ❖ Complimentary Authentic Branded Safari Hat and safari essentials pack
- ❖ Bed & breakfast board accommodation in Nairobi
- ❖ Full Board Accommodation while on safari.
- ❖ Park entry fees
- ❖ Services of professional English Speaking guide-driver
- ❖ Unlimited supply of bottled mineral drinking water in the safari vehicle while on safari
- ❖ Use of a custom designed pop-up roof **Safari Land Cruiser** while on safari in Tanzania and shared vehicle in Kenya.
- ❖ Complimentary Flying Doctors cover while on safari

**EXCLUSIONS:**

- ❖ International flight, passport & visa fees
- ❖ Comprehensive travel insurance cover.
- ❖ Cultural visit to a Maasai Village ( Manyatta)
- ❖ Balloon Safari ride in Maasai Mara
- ❖ All personal expenses – laundry, telephones, soft & alcoholic drinks, tips to Camp Staff and gratuity to Guide/Drive.

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## ACCOMMODATION INFORMATION

### Elephant Bedroom Camp

Set on the banks of the Ewaso Nyiro River in Samburu National Reserve surrounded by doum palms and other beautiful indigenous trees and shrubs sits this small and exclusive camp of 12 luxury tents - all furnished in rustic African style while offering all the comforts expected of a luxury Camp (hot & cold running water, electricity and herbal products).

The lounge and dining area offer vibrant safari colours with original oil paintings, soft intimate lighting designed to relax guests returning from an exciting game drive. Huge herds of elephant, prides of lion or the solitary leopard amongst other game are regular visitors around the camp providing excellent game viewing in spectacular scenic background of rugged rolling hills.

Dining is a culinary experience with al-fresco breakfast, 3 course lunch and 4 course candle lit gourmet dinner set either under the African sky or inside the well-appointed dining area.



### Tipilikwani Luxury Mara Camp

As the maxim goes: Location! Location! Location! Set on the banks of the Talek River and overlooking the Mara plains, Tipilikwani Camp has one of the most spectacular views available. Set in the middle of what is considered the greatest wildlife reserve in Africa, Maasai Mara is home to one of the modern wonders of the world; the wildebeest migration as well as home to the Big Five.

Enjoy an alfresco breakfast by the Talek River or a cold refreshing drink over a spectacular sunset or experience fine dining by candlelight all overlooked by carefully trained attentive staff. During the day, search for lions, cheetah, elephant, leopard, black rhino, giraffe, zebra, hippo and over 500 resident bird species including larks, sunbirds and the Lilac- Breasted Roller This is the Tipilikwani Experience



### Serengeti Serena Safari Lodge

Set high on a hill with 360 degree views out over the Serengeti savannah; the Serengeti Serena Safari Lodge combines luxury with simplicity and is Africa at its very best.

Inspired by the traditional African village, the lodge is rich in local atmosphere and the bedrooms are housed in individual thatched huts. These huts are furnished with authentic African furniture and handicrafts, with balconies overlooking the awesome expanse of the Serengeti. Communal areas of the

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lodge are created out of thatch and indigenous wood and give guests a true ‘out of Africa’ experience. Great attention has been paid to both architectural and decorative detailing and the lodge is a photographer’s joy.

Derived from the Masai word ‘siringet’ meaning endless plains, the Serengeti is one of the world’s last great wildlife refuges. From the Serengeti Serena you can enjoy safari drives or balloon safaris and experience the awesome spectacle of the annual migration that is one of nature’s wonders, or simply enjoy the outstanding quality and variety of cuisine.

The lodge has 66 bedrooms and a stunning swimming pool. Activities on offer include daily game drives, balloon safaris, and sunset cocktails by the pool, traditional dance performances and slide presentations by the resident naturalist. Bush breakfast and bush dinner may be arranged during your stay.



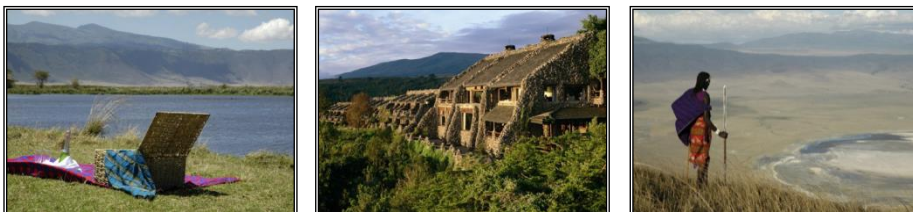
### **Ngorongoro Serena Safari Lodge**

Often described as the ‘Eighth’ wonder of the World, the Ngorongoro crater is so spectacular that it touches all the senses. A volcanic crater of over 259 square kilometres with surrounding walls rising 609 metres above it, the crater is a natural sanctuary for over 25,000 animals, including the black rhino. It is also a conservation area inhabited by the Masai tribe.

The Ngorongoro Serena Safari Lodge is built onto the rim of this amazing natural phenomenon, a stunning plant and local creeper covered stone lodge where guests co-exist in perfect harmony with the surrounding natural environment and wildlife. Ngorongoro Serena Safari Lodge, close to some of the earliest dwellings of man in Olduvai Gorge, has taken their cave paintings as inspiration. It is built of stones and boulders and is literally hidden in the vegetation of the crater’s rim, disappearing completely from view from the crater’s floor.

The interiors are filled with exquisite wooden furniture and African artifacts, and stunning frescoes adorn the walls of many rooms and public areas. All bedrooms have private terraces with uninterrupted views across the grasslands, forests, lakes and rivers that make up the crater floor.

The hotel has 75 rooms. Activities include game drives through the crater where you will see a microcosm of Africa in one day, bush walks, picnic lunches, excursions to the nearby Oldavai Gorge, the ‘birthplace of mankind’ and a variety of cultural events.



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## CONTACT INFORMATION:



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## 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

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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

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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,

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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:**

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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;

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\* 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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