



Your **LOGO** Here



LUXURY TANZANIA with STYLE

Arusha, Lake Duluti, Kilimanjaro Trek, Ngorongoro Crater & Serengeti

14 Nights / 15 Days

Your **Clients Name** Here



Your Company Name
 Street Address
 City, Province, Postal Code
 Phone Number: 1-800-???-????

ITINERARY AT A GLANCE

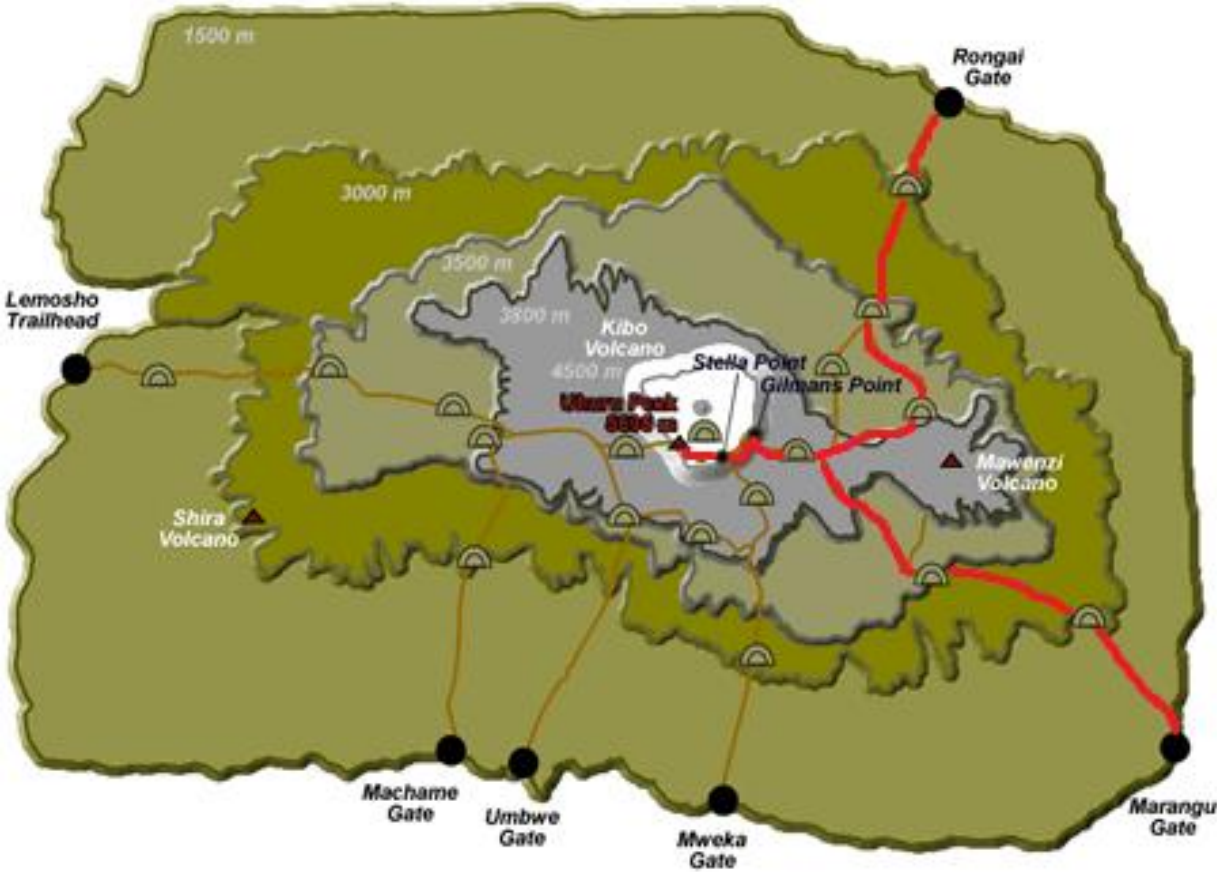
DATE	DAY DESCRIPTION	ACCOMMODATION	MEALS*
Day 1	Arrive Kilimanjaro Airport	Lake Duluti Lodge - Standard Room	-,_-
Day 2	Game drive and walking safari in Arusha National Park	Lake Duluti Lodge - Standard Room	B,_,-
Day 3	Simba Camp	Rongai Gilman's Camp	B,L,D
Day 4	Kikelewa Caves Camp	Rongai Gilman's Camp	B,L,D
Day 5	Mawenzi Tarn Camp	Rongai Gilman's Camp	B,L,D
Day 6	Mawenzi Tarn Camp	Rongai Gilman's Camp	B,L,D
Day 7	Kibo Camp/Uhuru Peak/Horombo Camp	Rongai Gilman's Camp	B,L,D
Day 8	Horombo Camp	Rongai Gilman's Camp	B,L,D
Day 9	Descend down and drive to Arusha	Arusha Coffee Lodge - Plantation Suite	B,L,D
Day 10	Fly to Manyara airstrip, Game drive in Manyara and proceed to Ngorongoro	Ngorongoro Crater Lodge - Suite	B,L,D
Day 11	Full day crater tour	Ngorongoro Crater Lodge - Suite	B,L,D
Day 12	Fly to Grumeti Reserve	Sasakwa Lodge - Bedroom Cottage	B,L,D
Day 13	Game Drive in Serengeti	Sasakwa Lodge - Bedroom Cottage	B,L,D
Day 14	Game Drive in Serengeti	Sasakwa Lodge - Bedroom Cottage	
Day 15	Fly to Arusha and transfer to Kilimanjaro		B,_,-

*B = Breakfast, L = Lunch, D = Dinner

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Rongai is one of the most remote routes up Kilimanjaro, with only 5% of climbers opting for this trail. The 7-day climb takes you through less varied landscape than on other Kilimanjaro routes, but the secluded and unspoilt wilderness is what makes this trek so special. You can expect to encounter some of Kili's larger wildlife – elephant, buffalo and antelope - as well as enjoying a higher chance of seeing the spectacular summit through unclouded sky as you trek your way towards it. Rongai is rated as moderately difficult with its more gradual incline, and thus recommended for travellers with less backpacking experience. The trail slips along the base of Mawenzi before winding up via Gilman's point and ultimately ends at Uhuru Peak, the big finale. Opting for Rongai means a longer drive to the start point, and hikers must also be aware that Rongai's decent day goes via the busy Marangu route.





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Day 01: ARRIVAL IN ARUSHA, TANZANIA Flight: xx xxxx x:xxam-xx:xxpm

Arrive at the Kilimanjaro International Airport and you will be warmly met by a Tourcan Vacations representative, who will assist and transfer you to the Lake Duluti Lodge ten minutes from Arusha town.

Lake Duluti, formed dramatically inside a volcanic crater, lies placidly, stunningly, in the protective shadow of Mount Meru. Thick forest curls its way around the lake, alive with the hundreds of different reptile and bird species.

Lake Duluti Lodge sits on the lake’s shores: eighteen chicly African styled chalets across the thirty-acre coffee farm it encompasses. Each of them, all with private decks, faces the farm so you feel at home in this cozy corner of northern Tanzania, secluded - but still a convenient 10-minute drive from Arusha’s busy center.



Canoeing trips on the lake, hiking in the Duluti Forest, bird watching and coffee tours can all be arranged. But if you prefer to relax and catch your breath before the big adventure there are plenty of options and lots of time to do just that: lounging areas ideal for a sundowner, looking out over the lake and her magnificent, mountainous mother.

Overnight: Lake Duluti Luxury Lodge

Day 02: ARUSHA NATIONAL PARK

Breakfast at the Lodge.

Spend the day walking in Arusha National Park - guarded by an armed ranger and equipped with picnic lunches. It is a perfect way to acclimatize to the area before heading up the mountain.

Arusha National Park comes as an abruptly beautiful surprise; it rises suddenly out of the urban bustle before sprawling splendidly into one of Tanzania’s most topographically-varied national parks, which squeezes a montage of spectacular features into just 552 sq. km: the Momela crater lakes, Ngurdoto Crater (nicknamed by some as Little Ngorogoro) and, of course, Mount Meru, towering a glorious 4565 meters above to face Kilimanjaro across a broad valley.



Amongst the park’s forests live a fascinating diversity of creatures, from bushbucks and duikers which slip shyly between ancient cedar trees, to chattering colobus monkeys swinging from branches, their long white-haired epaulettes flying behind them like superhero capes. Down by the lakes an entirely different display of wildlife is on show: many of the 400 species of birds which reside in the park, as well as waterbuck and reedbuck.



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Return to the Lake Duluti Lodge in the evening and enjoy a welcome dinner and Kili-Climb brief; an opportunity for hikers to acquaint themselves with each other before embarking together on their expedition.

Overnight: Lake Duluti Luxury Lodge

Meals: Breakfast, Lunch & Dinner

Day 03: LAKE DULUTI LODGE - RONGAI START POINT - SIMBA CAMP

Breakfast at the lodge.

Check out and you will be driven to Marangu Gate to register for the climb and then on to the Rongai Start Point on the eastern side of Kilimanjaro. The trek begins through Nale Moru village, and you find yourself trekking through maize, potato and pine plantations before breaking into mystical Afromontane forest.



The first night on the climb will be spent at Simba Camp.

Hiking Time: 3-4 hours

Overnight: Simba Camp (elevation 8645ft)

Meals: Breakfast, Lunch & Dinner

Day 04: SIMBA CAMP - KIKELEWA CAVES CAMP

After a steady incline up to Second Cave, with an impressive view over the Eastern ice fields, you will have lunch before continuing. Here you will see evidence of Kilimanjaro’s impressive range of ecosystems – she boasts five - as the landscape shifts and merges into alpine moorland, replacing the jungle for shrubs and grasses.

After lunch, you walk in the direction of Mawenzi – one of Kilimanjaro’s main peaks – and eventually reach Kikelewa Caves Camp.

Hiking Time 4-5 hours

Overnight: Kikelewa Caves Camp (elevation 11,811ft)

Meals: Breakfast, Lunch & Dinner



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Day 05: KIKELEWA CAVES CAMP - MAWENZI TARN CAMP

At Kikelewa Caves Camp, you wake up and are treated to a stunning view of Kilimanjaro, standing ever-elegant and dauntingly close before you. Today's climb is short but steep, with amazing views as we make our way out of the heath and scrubland and enter dramatic alpine desert. By lunchtime, you reach Mawenzi Tarn Camp which is sheltered picturesquely beneath Mawenzi's ragged spires. The afternoon is spent on an acclimatization walk along the hills and steeples of Mawenzi.

Hiking Time: 3-4 hours

Overnight: Mawenzi Tarn Camp (elevation 14,206ft)

Meals: Breakfast, Lunch & Dinner

Day 06: MAWENZI TARN CAMP

Today is an acclimatization and rest day, allowing climbers to accustom themselves to the lower oxygen levels and rejuvenate before the final two days to the summit. Your guide takes you on a hike around the rocky area; this usually lasts around 4 hours.

Overnight: Mawenzi Tarn Camp (elevation 14,206 ft.)

Meals: Breakfast, Lunch & Dinner

Day 07: MAWENZI TARN HUT - KIBO CAMP

On the penultimate day before the summit climb, you trek across the 'Saddle'; a lunar desert between Mawenzi and Kibo. The area is barren and dry, with a phenomenal view across to Kibo peak.

After 4 or 5 hours, you reach Kibo camp where the afternoon is spent getting resting and preparing yourself for summit day.

Hiking Time: 4-5 hours

Overnight: Kibo Camp (15,430ft)

Meals: Breakfast, Lunch & Dinner



Day 08: KIBO HUT - UHURU PEAK - HOROMBO CAMP

The day begins at midnight. You take a gradually-steepening path step by step, following one of Tanzania's best mottos: *pole pole* – 'slowly' in Kiswahili. After a short break at Gilman's Point (which you reach after approximately 2-3 hours) you continue towards the final stage – Uhuru Peak. From here you walk along Kibo's crater rim which will prove awe inspiring when the sun starts to rise in one of the most magnificent celestial displays you are likely to witness as you stand almost on top of the world.



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The final stretch to Uhuru Peak will be difficult, but once you've made it, the sense of accomplishment is immense and irreplaceable. You are now sitting upon Africa's highest point, looking out over her most impressive view from a vantage point of 19,341ft above sea level.

After a brief stay at the top, you head back to Kibo Hut, and on to Horombe Camp where you spend your final night on the mountainside. Here you can buy a Kilimanjaro beer – with its tag line, “If you can't climb it... drink it!” and know that now you've done both!



Hiking Time: 12-16

Overnight: Horombo Hut (elevation 12,250ft)

Meals: Breakfast, Lunch & Dinner

Day 09: HOROMBO CAMP - ARUSHA COFFEE LODGE

This is the final day of what will probably be one of the greatest challenges of your life. The day will feel long after such a tiring trek to the summit, but it is mainly downhill and once at Marangu Gate you are presented with your certificate: visible evidence of what you have just accomplished.

At the gate, you are picked up and transferred back to Arusha Coffee Lodge for a hot shower and a meal.

Arusha Coffee Lodge's main attraction is its unique and practical location five minutes from Arusha airport. The lodge sits quietly amongst acres of coffee trees cradled in the protective shadow of Mount Meru, Africa's fifth highest mountain.

The coffee estate is one of the largest in Tanzania and the building has been designed to replicate the early 20th century landowners' home with charming colonial-style chalets. Whilst exuding an atmosphere of time-gone-by, the lodge has a modern take on protecting its environment using local energy resources, materials and employing an eco-friendly waste management system.



The lodge exemplifies the indulgent nature of coffee and tempts guests with cozy log fires and three course meals served under the stars. Each room is decorated in natural earthy hues that blend in with the view seen from private balconies.

You can embark on an hour-long coffee tour to learn how the beans are grown, harvested and roasted. An onsite crafts village renders purchasing souvenirs hassle-free and safaris from the lodge are also on offer.

Overnight: Arusha Coffee Lodge, Standard Room

2 nights

Meals: Breakfast, Lunch & Dinner



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Day 10: ARUSHA – MANYARA - NGORONGORO

From Arusha your Driver/Guide will transfer you the 2 hours by road to Lake Manyara National Park. A drive around Lake Manyara will take you through the underwater forests thick with monkeys, warthogs, wildebeest, and buffalo before arriving at a clearing that looks out over the lake. Enjoy picnic lunch before drive to your Lodge located on the Ngorongoro crater rim.

Ngorongoro Crater Lodge perches on one edge of the Ngorongoro Crater, a perfect spot to enjoy the view of the world's 8th natural wonder. The crater is the largest unbroken caldera on the planet where a diverse and glorious habitat flourishes.

The dramatic contrasts within the lodge render it truly striking; stately gold, silver and ruby tones bounce off beaded chandeliers which hang from mud banana leaf ceilings and grass thatched roofs. If the unique 'Maasai meets Versailles' interior does not serve to impress, the almighty view of the crater seen from floor to ceiling windows is certain to leave you awe-struck.



Ngorongoro Crater Lodge, Suite - FB
Meals: Breakfast, Lunch & Dinner

2 nights

Day 11: Game Drive in Ngorongoro Crater

Your game drive today will be like no other as you visit one of the most dramatic safari destinations in Africa, the Ngorongoro Crater. Descend to the crater floor in search of the big 5 with the back drop of the forest covered crater walls surrounding you, creating stunning back drops for all of your wildlife photographs. Travel through the Lerai Forest looking for leopard and onto the plains where the wildebeest and zebra graze whilst cheetah and lion lay and watch. Old elephants pass your vehicle whilst further afield rhino wander and hippos hide in the pools. A picnic lunch is provided so you can maximize your day in the crater.



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Ngorongoro Crater is a deep, volcanic crater and the largest unbroken caldera in the world. About 20 kilometers (12 miles) across, 600 meters (1,969 feet) deep and 300 square kilometers (186 square miles) in area, the Ngorongoro Crater is a breathtaking natural wonder. Within the crater rim large herds of zebra and wildebeest graze nearby while sleeping lions laze in the sun. At dawn, the endangered black rhino returns to the thick cover of the crater forests after grazing on dew-laden grass in the morning mist. Just outside the crater's ridge, tall Maasai herd their cattle and goats over green pastures living alongside the wildlife as they have for centuries.

Overnight: Ngorongoro Crater Lodge Suite - FB
Meals: Breakfast, Lunch & Dinner

2 nights

Day 12: FLY TO SERENGETI

Transfer to Manyara airstrip and fly on schedule flight to Serengeti. On arrival you will be met and transferred to your camp for lunch followed by afternoon game drive.

Serengeti means 'endless plains' in Maa, the language spoken by the Maasai, and Sasakwa Lodge certainly enjoys an impressive view of the miles and miles of savannah that spill all around it and vanish over huge horizons which meet Africa's enormous skyline.

The cottages' huge French windows and private plunge pools accentuate this glorious vista and the beauty of the surroundings is complemented by the lodge's extravagant colonial-style interior. Chandeliers, African artwork, Venetian mirrors, gold Victorian wallpaper and a tennis court and spa collaborate beautifully to create an out-of-this-time atmosphere about the lodge.

One of only three lodges within the private Grumeti Reserve, Sasakwa feels splendidly remote with guests enjoying offbeat game drives and some of the best horseback safaris in Tanzania. The guides are like walking encyclopedias and will ensure you experience top-range safaris within or outside the migration season.

All the money made by Grumeti Reserve is put back into the local area and people, so you can be sure that this isolated bush gem will be conserved for years.



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Sasakwa Lodge 1 Bedroom Cottage
Meals: Breakfast, Lunch & Dinner

3 nights

Day 13: FULL DAY GAME DRIVE IN SERENGETI

Spend your day exploring the Serengeti in search of the 'Big 5'. If you would like to maximize your time game viewing you can take a picnic lunch out into the park and enjoy a meal out in the vast savannah before returning to your lodge later in the day.

Overnight: Sasakwa Lodge 1 Bedroom Cottage
Meals: Breakfast, Lunch & Dinner

3 nights

Day 14: FULL DAY GAME IN SERENGETI

Spend your day exploring the Serengeti in search of the 'Big 5'. If you would like to maximize your time game viewing you can take a picnic lunch out into the park and enjoy a meal out in the vast savannah before returning to your lodge later in the day.

Overnight: Sasakwa Lodge, 1 Bedroom Cottage
Meals: Breakfast, Lunch & Dinner

3 nights

Day 15: DEPARTURE

Flight: xx xxxx x:xxam-xx:xxpm

Fly on schedule flight from Sasakwa Airstrip to Arusha Airport, on arrival you will be met and transferred to Arusha coffee Lodge for lunch and day room, later transfer to Kilimanjaro Airport for your International flight.

WISHING YOU AN ENJOYABLE SAFARI!!



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INCLUDED:

- ✓ Meet and greet at Kilimanjaro International Airport
- ✓ Accommodation as specified in the itinerary
- ✓ Meals and drinks and laundry as specified
- ✓ Scheduled flights as specified in the itinerary
- ✓ Private/Scheduled transfers as specified in the itinerary
- ✓ Scheduled game viewing activities as specified in the itinerary
- ✓ National parks, concession and landing fees where applicable
- ✓ Emergency medical evacuation insurance
- ✓ Domestic departure tax, fuel and safety levies from airports and airstrips unless otherwise stipulated
- ✓ Personal Travel Wallet
- ✓ Park fees
- ✓ Tourism development levy in Tanzania
- ✓ Crater fees & tour

NOT INCLUDED:

- ✗ International flights and related fees
- ✗ Tanzania visa
- ✗ Meals, drinks and laundry not specified in the itinerary or as outlined in the Includes
- ✗ Premium brand drinks, champagne, cognacs, cellar wines, cigars and cigarettes
- ✗ Gratuities and any items of a personal nature
- ✗ Sightseeing and excursions not specified in the itinerary
- ✗ National parks and concession fees not specified in the itinerary
- ✗ Travel Insurance



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ITINERARY HIGHLIGHTS

- Mt. Kilimanjaro - An awesome and magnificent mountain and the highest mountain in Africa
- Ngorongoro Crater - A deep, volcanic crater and the largest unbroken caldera in the world
- Serengeti National Park- The world's last great wildlife refuges

MAP OF TANZANIA



TERMS AND 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.



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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*



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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.



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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



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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



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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.