



IMPERIAL CITIES OF MOROCCO ITINERARY

08 DAYS / 07 NIGHTS
2019



Day 1: Arrive Casablanca

Arrival at Casablanca Mohamed V airport.

Upon arrival at the airport you will be met by our local representative. You will be assisted and transferred to Casablanca, the business capital of Morocco. Brief review of the tour during your transfer to the hotel. On arrival proceed to check-in, then enjoy dinner at the hotel. (**NOTE:** The hotel's restaurant closes at 10:30 pm. (No room service available)

Overnight: Le Sheraton Hotel

Meals: Dinner

Day 2: Casablanca - Rabat

Enjoy breakfast and check out of hotel. This morning visit Morocco's economic capital: The central market, the unique Habous district, the Royal Palace, the Mohamed V square, the residential area of Anfa and the exterior of the impressive Hassan II Mosque.



Fish lunch at one of the oceanfront restaurants. (For own account).

Continue to Rabat, the Administrative capital of the country and enjoy a City tour: The Royal Palace (outside), the Oudaya Kasbah, the Mohamed V Mausoleum and the Hassan Tower.

Check into your hotel and enjoy dinner.

Overnight: Hotel Farah Rabat

Meals: Breakfast & Dinner

Day 3: Rabat – Meknes - Fez

Enjoy breakfast and check out of hotel. Depart for Meknes, the Ismailian capital famous for its 40km long walls. Visit the Bab Mansour, the Royal stables and the Jewish quarter.

Lunch at a typical Moroccan Restaurant. (For own account).



Continue to Volubilis via the holy city of Moulay Idriss. The Roman ruins of Volubilis are 2000 years old and well preserved so you only have to use a little imagination to get an idea of what it would

be like to have lived in the Roman Empire. The drive continues to Fez where you check into your hotel and enjoy dinner.

Overnight: Palais Medina Fes

Meals: Breakfast & Dinner

Day 4: Fez

Enjoy breakfast at the hotel. The whole day is devoted to sightseeing in Fez (the spiritual capital of Morocco) with visits to: the medieval Medina, the Bou Anania Medersa, the Nejjarine fountain, the Foundouq Nejjarine, Museum of woods, Moulay Idriss Mausoleum and the outside of the Karaouine Mosque.



Moroccan lunch at a restaurant in the Medina. (For own account).

Afternoon visit the esplanade of the Royal Palace with its sumptuous golden door and then sightseeing of Fez Jdid. Return to the hotel for overnight and dinner.

Overnight: Palais Medina Fes

Meals: Breakfast & Dinner

Day 5: Fez - Beni Mellal - Marrakesh

Enjoy breakfast at the hotel and then depart to Marrakesh passing by the Berber village of Immouzer Kandar and Ifrane. En route stop for lunch. (Own account). (In case of bad weather, the itinerary can be modified via Khenifra).

Arrive at your hotel for check in and dinner.

Overnight: Atlas Medinas & Spa

Meals: Breakfast & Dinner



Day 6: Marrakesh

After breakfast at the hotel enjoy a visit of historical Marrakesh famous by its beautiful palaces and monuments: The Bahia Palace, the Koutoubia Minaret and Menara Gardens.



Return to the hotel for lunch.

Later, depart for an afternoon visit of the famous Djemaa El Fna square with its surrounding souks and handicraft quarters.

The Djemaa El Fna square: The name literally translated is the Mosque or Assembly of death. It is taken to refer to the custom of displaying the heads of vanquished rebels or criminals, since the square is known to be a place of public execution even up to the last century. Today it provides constant ever-changing entertainment, which reaches its climax at sunset and continues late at night.

It is a square where the image and charm of Moroccan folklore is to be experienced: story tellers, snake charmers, acrobats, folkloric bands. You will end the visit by having drink at a local coffee shop overlooking the Djemaa El Fna square.

Return to the hotel and later depart for **Dinner with Fantasia Show.**

Overnight: Atlas Medinas & Spa

Meals: Breakfast, Lunch & Dinner

Day 7: Marrakesh - Casablanca

Check out of the hotel after breakfast and then explore the Majorelle Garden with its French-influenced architecture and the intriguing connection with the iconic French designer Yves Saint Laurent. Also visit his famous Museum that exhibits his works of art.

Majorelle Gardens; it is one of the most delightful place in Marrakech – a small, meticulously planned botanical garden created in the 1920s by the French painter Jacques Majorelle.



Yves Saint Laurent Museum: A museum entirely devoted to the work of the legendary fashion designer.

A stop is made for lunch (own account) and then depart for Casablanca. Late afternoon arrival in Casablanca. Check in to your hotel and enjoy dinner.

Overnight: Le Sheraton Hotel

Meals: Breakfast & Dinner

Day 8: Casablanca - Departure

Enjoy breakfast at the hotel.

Later, check out and meet your driver in the hotel lobby for your transfer to Mohamed V airport to board your departure flight.

Meals: Breakfast

****END OF SERVICES****

Included:

- Arrival and departure transfers
- Accommodation
- Meals per itinerary
- Sightseeing and entrance fees
- Local guides in the cities

Not included:

- International Airfare (Available on request)
- Optional sightseeing
- Meals not included
- Items of a personal nature
- Lunch (Inclusion available upon request)

Important Information:

- Your passport must be valid for at least six months after your return date.
- Comprehensive travel insurance is essential.
- **It is important to note that hotel star rating is based on Moroccan standards and thus could differ from the International rating.**

CONTACT INFORMATION:



TOURCAN VACATIONS

245 FAIRVIEW MALL DRIVE • SUITE 203 •
TORONTO • ONTARIO • M2J 4T1

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

Fax: 416 391 0986 tico.ca ONTARIO REG. #2679578

Emergency Cell Number: 416 301 9328

Travel Info/Tips:

Tipping/Gratuities (Subject to your discretion)

Tipping is not compulsory, but expected especially if have received good service, so we have enclosed a brief guideline to assist you:

- **Transfer Driver** - €2.00 per service
- **Guides** - We recommend about €10.00 per guest per day for the guide for a full day tour and €8.00 per guest for a half day tour.
- **Porterage** - We recommend about €1.00 per guest per movement.
- **Hotel Staff** - We recommend about €1-2.00 per guest per day for hotel staff i.e. housekeeping etc.
- **Restaurants/Hotels** - 10-15% is customary on meal accounts if you are satisfied with the service.

VERY IMPORTANT: DRESS

Though Moroccans are advancing fast; they are still for the most part a very traditional nation. This is clearly reflected in their dress. As tourists, it would be wisest to pay attention to your own dress as what you wear could offend locals or cause harassment. Legs and shoulders are considered to be 'private body parts' in most parts of Morocco, and men and woman should do their utmost to keep these areas covered. Women are generally covered from wrist to ankle and men are covered elbow to below the knee. This sort of covering will be accepted in most areas of Morocco and woman not covered sufficiently will often get harassed.

It may be that some women in the cities will tend towards more modernized dress and don short-sleeved tops with knee lengths skirts, but it is not suggested that you follow this trend since these woman often get unwanted attention. Both sexes should stay away from sleeveless T-shirts, ordinary T-shirts (worn as underwear in Morocco) and shorts. They should also avoid tight clothing.

If a man does approach you and gets too friendly, it is suggested that you keep conversation polite but very formal. Stay confident and never tolerate bad and rude behavior. If you feel that the man has crossed the line, you should make a scene and shout "shooma!" (Shame on you!). Usually, other people will then come to your aid and the situation will not go any further. It is also wise to avoid smoking in public.

A respect of local customs is a fundamental act of courtesy in a welcoming country.

To avoid embarrassing situations and misunderstandings, comply with common practice. Here are a few essential rules to follow:

- In Morocco, access to mosques and holy places is forbidden to non-Muslims.
- A few exceptions are the Hassan II Mosque in Casablanca, the Mohammed V Mausoleum in Rabat, the Moulay Ismail mausoleum at Meknes and the Moulay Ali Cherif Mausoleum at Rissani.
- Avoid provocative clothing.
- Accept mint tea when offered, a sign of hospitality.
- If you are invited to share in a family meal, you should symbolically use the ewer to wash your hands. The meal begins after the master of the house has said the "bismillah" in praise of God. Use your right hand to eat, taste everything, but don't think you have to finish everything in your plate, which is usually impossible!
- Avoid drinking, eating and smoking in public in daytime during the period of Ramadan.
- If you want to photograph somebody, don't forget to ask for permission.

MOROCCO TRAVEL TIPS

Passports and visas

A valid passport is required for entry into Morocco. No visa is necessary for nationals of Canada. Visitors can stay for three months. Those who wish to extend their stay may apply to the Immigration or Bureau des Etrangers department of the local police headquarters in larger towns.

Introduction

Morocco occupies an area of approximately 446,550 sq km (172,413 sq mi) in the north-western corner of the African continent. The Atlantic Ocean forms the country's western perimeter. The north is bounded by the Mediterranean Sea. To the east and southeast lies the Algerian border and the Moroccan Sahara extends along the far south of the country. Morocco occupied what was called the Spanish Sahara (now the Moroccan Sahara) in 1979 and sustained a long battle with Polisario guerillas for control of the region. Between 1912 and 1956 Morocco was divided into French and Spanish protectorates. Traces of French and Spanish influences remain in the culture and language of the country. Several Mediterranean Islands off the coast of Morocco are still under Spanish sovereignty.

Topography

Morocco has four distinct geographic regions:

- **The Rif Mountains** in the north which rise as high as 2,440m (8,000ft), parallel the Mediterranean coast.
- **The Atlas Mountains** extend across the country southwest to northeast between the Atlantic Ocean and the Rif. The highest mountain in North Africa is Jebel Toubkal (4165m/13,665ft), located in the Great Atlas.
- An arc of **wide coastal plains** extends along the country's western seaboard, bounded by the Rif and Atlas Mountain Range. Most Moroccans inhabit this region.
- **Lowlands south** of the Atlas merge with the Sahara along the south-eastern borders of the country.

Morocco has many rivers, the chief of which are the Moulouya, which flows into the Mediterranean Sea, and the Sebou, which flows into the Atlantic.

Climate

The Moroccan coastal climate is moderate and subtropical, cooled by the Mediterranean Sea and Atlantic Ocean. The average temperature hovers at around 20°C.

In the interior the temperatures are more extreme -- winters can be quite cold and the summers very hot.

In the mountain ranges temperatures can drop to 0°F and mountain peaks in both the Atlas and Rif mountain ranges are snowcapped throughout most of the year.

The winter in the north of the country is wet and rainy. Winter in the south at the edge of the Moroccan Sahara is dry and bitter cold.

People

The Berber was the original people of Morocco and the majority of modern day Moroccans (about 40%) is pure Berber with another 35% of Berber extraction.

Arabs, who trace their presence in Morocco to the Muslim conquests in the 7th century AD, are the second largest grouping and coalesce in the country's urban areas. There is a small minority of black African descent and a European community, predominately French, of about 100,000.

Language

Arabic is Morocco's official language, spoken by about three-quarters of the population.

French is also a common second language among the urban educated classes.

Spanish is spoken as a second language by many residents in northern cities like Tangier, Tetuan and Larache.

The Berber languages, which were once dominant throughout Morocco, have declined in importance, and in the early 1990's about 25 percent of the people used Berber as their first language. Many of those people also spoke Arabic- the country's official language- which is the primary language of some 75 % of the population.

Religion

Islam is the official religion of Morocco, but it exists in perfect coexistence with the other religions (freedom to practice other religions of revelation is guaranteed by the constitution). The day is marked by five calls to prayer. The muezzin announces them from the top of his minaret.

During the month of Ramadan, the Moroccans fast, refraining from eating and smoking from sunrise to sunset. Obviously this disturbs daily life. Most Civil Service and public offices, monuments and shops alter their opening hours. However, non-Muslims will always find something to eat in certain restaurants, particularly in hotels. The days may seem long, but the nights are wonderful!

Public Holidays

Civil life is regulated by the Gregorian calendar. As opposed to other Muslim countries, the weekend consists of Saturday and Sunday.

Friday is not a public holiday, but Civil and Public Service offices extend their lunch break to allow the faithful to attend prayers. The religious life follows the Muslim calendar.

It began on July 16, 622, the day Mohammed left Mecca to live in Medina where he had many more followers.

The Hegiran year, is made up of 12 months, but is shorter than the solar year. The month of Ramadan and the major religious festivals vary according to the Gregorian calendar.

Currency

The Moroccan currency is the Dirham (DH) divided into 100 centimes. There are 50, 100 and 200 DH notes, 1, 5 and 10 DH coins and 5, 10, 20 and 50 centime coins.

Do not change money in the streets, it is illegal. The best place to change is at a bank or approved change office (indicated by a golden sign). No commission is charged and you will be given a slip which will be required at the end of your stay to change any remaining Dirhams back into the original currency.

You can withdraw money in banks with a credit card and a cheque book, or directly from a cash dispenser in some large towns. Credit cards are generally accepted in major hotels, shops and restaurants, and sometimes even in the souks!

Customs

You can temporarily import most of your personal effects into Morocco without any formalities in quantities corresponding to normal tourist activity. For example: Two tennis racquets, two pairs of skis, one tent and camping equipment, a camcorder, a camera, a pair of binoculars.

Restrictions apply to:

- Alcohol (1 bottle of wine and 1 bottle of spirits or 3 bottles of wine per adult) and tobacco (200 cigarettes or 50 cigars or 250 g of tobacco per adult).
- Arms and ammunition for hunting (shotguns are prohibited).
- Professional photographic equipment. But no problem for your souvenir photographs
- We remind you that it is forbidden to import or export Dirhams.

Electricity

220 volts in a new building, 110 in older ones, sometimes both – make enquiries. Power points are of the French type.

Vaccinations

None are required except for those traveling from a country where yellow fever or cholera is prevalent.

Health and Water

Morocco is a healthy country; however a certain number of minimal precautions should be taken, particularly in the south.

Avoid water from wadis and itinerant water sellers. Refresh yourself with the excellent bottled spring water: Sidi Harazem, Imouzzar and Sidi Ali are still waters, while Oulmes is sparkling.

If you are prone to intestinal problems, take an appropriate medicine with you.

Make enquiries before swimming in a wadi or a lake.

Take precautions against insect bites and sunburn.

If necessary, tourist offices and major hotels can put you in touch with doctors who speak English, French or other languages.

The Food

Moroccan cuisine offers refined preparations of sun-drenched fruit and vegetables, rare and aromatic spices, delicate fish and succulent meats. This is the very best of Oriental cuisine, famous throughout the world – a real delight for your taste buds. Here are the main Moroccan dishes which you must try.

- **Kebabs:** You will see delicious kebabs being cooked in front of you at the entrance to the souk, in squares or at the roadside. A convenient and cheap delight.
- **Couscous:** The traditional family dish for Friday lunch, but you will find it every day in restaurants. You can taste many different types of couscous during your visit, for they vary according to the region and the cook's imagination. Try not using cutlery but eating it with your fingers in Moroccan style.
- **Mechoui:** Oven or spit or roasted lamb. The meat melts in your mouth!
- **Pastilla:** A fine flaky pastry stuffed with pigeon and almonds. The famous Moroccan sweet and salty taste. There are also variants with fish, chicken and even with milk for dessert.
- **Dishes for Ramadan:** At sunset, the fast (f'tour) is broken with the rich and savoury harira, a soup of meat, lentils and chickpeas, with beghrir, little honeycombed pancakes served with melted butter and honey with shebbakia, cakes turned in oil then covered in honey. This "light snack" will tide you over until the real dinner which is served later in the night.
- **Tajine:** This word designates both the decorated earthenware plate with its distinctive conical cover and the dish itself (meat, chicken or fish with vegetables). Taste it and you will understand why Tajine is the Moroccan national dish.
- **Mint Tea:** Refreshing, warming and stimulating, drunk in the morning, after meals or at any time. A pleasure you should never refuse.
- **Pastries:** Honey cakes, cornes de gazelles, almond feqqas, raisins, ghoriba with almonds or sesame...quite irresistible.

Shopping

Strolling the souks is a wonderful feast for the senses. And the pleasure is all the greater when you decide you are looking for a ring, a sword stick, carpet, a pair of slippers, a wicker basket or rare and fragrant spices. Every region has its specialties:

- **Rabat:** For embroidery and carpets
- **Sale:** For pottery
- **Casablanca:** Its leather work and its Mediouna carpets
- **Meknes:** For carved wood, animals in metal inlaid with silver thread and mosaics
- **Fez:** The craftwork capital, is famous for its pottery in Fez blue, copper trays and leather work
- **Marrakesh:** The leatherwork is also very fine. You can see shoemakers sewing the slippers in the Ancient tradition. The region is also famous for its incredible range of spices and the quality of its Berber carpets
- **Safi:** Has its subtly coloured pottery with their amazing impression of relief
- **Taza:** For carpets woven by the Ait-Benhaddou Berber tribe
- **Essaouira:** Jewellery and marquetry as well as weaving, brassware and embroidery

In each town, you will find craftwork centers where you can buy genuine articles offering good value for money. Not to be missed, even if only to get an idea of prices, a wise precaution before launching into the refined art of bargaining.

For any complaints concerning the purchase of a piece of craftwork, contact the local delegation of the Craftwork Ministry.

Bargaining

An art that is practiced with a smile on the lips around a mint tea. Discussing a price often ends in a cordial, even amicable conversation. Furthermore, a long period of bargaining can only give you more to remember your purchase by.

Small and Big Taxis

Very cheap, the "Petit taxi" (maximum three people), have a distinctive, bright colour for each town; red in Casablanca, blue in Rabat, etc. They only drive in town and will not, for example take you to the airport some way from the city center. They can take on other passengers who are going in the same direction. Settle the price before leaving if they have no meter.

Collective or individual, the "Grand taxi" (maximum 6 people) will take you to the outer suburbs or to other towns. You are advised to fix the price in advance.

Post Offices

Open from Monday to Friday from 8h30 to 11h45 and from 14h30 to 18h30.

Telephone

To Call Morocco from Abroad

Dial the international code for Morocco (212), then the area code (a figure from 2 to 5), then the seven figures of the number you want.

For example: To reach Casablanca, dial 212 – 2 then the number you are calling.

International Calls from Morocco

Dial 00, and then dial the international code followed by the number you want.

Warning: Before making an international call from your hotel room, check the rates. Some hotels impose a "minimum charge" which can make even a short call very expensive. Canada Direct offers easy, convenient long distance calling from Morocco.

To Telephone Inside Morocco

Within the same area, simply dial the nine figure number you want.

From one area to another, dial the area code preceded by 0 (from 02 to 05) then, without waiting for another tone, the seven figures of the number you want.

To call a mobile phone (car), the code is always 06, whatever area it may be in.

Phone Boxes

There are phone boxes using both coins and cards. Phone cards are available at post offices and in some tobacconist's.

Useful Numbers

- Police: 19
- Fire Service: 15
- Highway Emergency Service: 177
- Information: 160
- International Information: 120
- Telegrams and telephone: 140
- Intercity: 100

Embassy of Canada to Morocco in Rabat

Street Address

Embassy of Canada in Morocco
13, bis rue Jaâfa-as-Sadik, Agdal
Rabat, Morocco
Telephone: (+212) (0)537 68 74 00
Fax: (+212) (0)537 68 74 30
Email: rabat@international.gc.ca

Postal Address

Embassy of Canada in Morocco
C.P. 709 Rabat-Agdal
Morocco

Hours of Operation

The main switchboard can be reached during the following hours:
Monday to Thursday: 8:00 - 16:30

Emergency services

Call collect from any country to (613) 996-8885 TTY:
(613) 944-1310
E-mail: sos@international.gc.ca

TERMS & CONDITIONS:

Terms and conditions as per Tourcan Vacations brochure . . .

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.