



www.tourcanvacations.com

CONTACT US TODAY!

416 391 0334 or

1800 263 2995

tours@tourcanvacations.com



AUSTRALIA HIGHLIGHTS

VALIDITY: 01 JULY 2019 - 31 MARCH 2020



SYDNEY, CAIRNS & MELBOURNE

DAY 1: AUSTRALIA ARRIVE SYDNEY FLIGHT (NOT INCLUDED)

ACCOMMODATIONS: TRAVELODGE HOTEL WYNYARD

ACTIVITY: ARRIVAL

Welcome to Australia! Upon arrival in Sydney, transfer by private vehicle to your accommodation. Radiating from the sparkling waters of Sydney Harbour, Australia's largest city stretches from the shores of the Pacific Ocean to the foot of the Blue Mountains. Along with outstanding natural assets – stunning beaches,



extensive parklands and the vast expanse of the harbour – Sydney boasts an impressive list of urban attractions, including world class shopping venues and a host of superb restaurants and nightclubs. Its cityscape ranges from sandstone buildings of Georgian elegance to skyscrapers of futuristic design.

The Travelodge Wynyard Hotel is renowned for its ideal City location from which to experience all that Sydney has to offer. Within easy walking distance of all major tourist attractions, shopping, restaurants, theatre and the commercial districts the hotel is an excellent choice for leisure or meetings. The Travelodge Wynyard is a short stroll to Sydney's best shopping facilities, theatre and cinemas. Major attractions like Circular Quay, the Opera House, The Rocks, Sydney Harbour Casino, Darling Harbour and the Exhibition and Convention Centre are all nearby.

DAY 2: SYDNEY

ACCOMMODATIONS: TRAVELODGE HOTEL WYNYARD

ACTIVITY: CITY SIGHTS TOUR – SYDNEY OPERA HOUSE TOUR & TASTING PLATE

Depart on your small group city sights tour.

Depart your hotel for an unforgettable Panoramic Sydney half day city sights tour. On tour you'll visit the historic Rocks area and hear early convict history. Enjoy magnificent views of the Opera House and Harbour Bridge. See the shopping heart of the city, QVB, Centre point.



Visit Sydney's trendy new district Oxford Street. Travel through elegant Paddington with its terrace houses before arriving at the Pacific Ocean. See the superb coast cliff walk around Tamarama and Bronte. Travel on to famous Bondi Beach. Visit the beachfront promenade, enjoy a coffee or cool drink (at own cost). See bronzed Aussie lifesavers and Sydney's best panoramic view at Dover Heights. Return to Sydney via Double Bay, Kings Cross and Mrs. Macquarie's Point for a final magical viewpoint over the harbour before returning to the city centre.

Make your own way to the Sydney Opera House and check in at the Cloak Room Desk located on the Lower Concourse level for a tour of the Opera House.



Take a guided tour of the building and you can be part of the very pulse of Sydney Opera House. Our knowledgeable guides will take you on a fascinating journey through the extraordinary history, breathtaking architecture and the unseen workings of its daily life. The Front Of House tour is a fascinating insider's view - touring the theatres and foyers, giving you a remarkable opportunity to experience Sydney Opera House in its daily operation. This tour takes approximately 1 hour.

NB: There are approximately 200 steps on this tour.



You've just taken in all the mystery and majesty of a one-hour VIP Sydney Opera House Tour. You're now privy to all the stories and secrets behind the commissioning, construction and controversy surrounding Danish architect Jørn Utzon's masterpiece. What's left to do now but relax and enjoy a delicious tasting plate for two overlooking sparkling Sydney Harbour.

Book in for a Tour and Tasting Plate and you'll find yourself seated at the al fresco Opera Kitchen, where Sydney's finest culinary treats are coupled with one of the world's best views. With a sumptuous three-tiered sample menu consisting of fresh sushi, succulent prawns, plank-roasted salmon, delicate mini wagyu and chicken burgers, dumplings and more, it's the perfect end to your day of Sydney Opera House discovery.

Meals: Lunch

DAY 3: SYDNEY

ACCOMMODATIONS: TRAVELODGE HOTEL WYNYARD

ACTIVITY: BLUE MOUNTAIN TOUR

Please meet your driver/guide at the front of the hotel for your full day tour to the Blue Mountains.



Tour itinerary and highlights:

- Morning tea at Calmsley Hill City Farm
- Complete circle loop of the Blue Mountains
- Short walks to explore the remote regions with stunning views
- Lunch at Hydro Majestic

The Blue Mountains Deluxe Day is a journey into the heart of a unique World Heritage Region.

Our first stop of the day is at Calmsley Hill a working farm also home to Kangaroos, Emus, Wombats and Koalas. Enjoy morning tea and time to wander at leisure.

We will travel through picturesque villages, see spectacular views and waterfalls. Enjoy a short walk to a lookout point and hear about the unique Australian forest species.

Our lunch venue at the Boiler House Café at Hydro Majestic Hotel offers magnificent valley views you can enjoy your choice of tastes from our special menu.

The afternoon is spent visiting a selection of scenic lookouts. The view from Govett's Leap is one of the most famous lookouts in Australia. Here the magnificent waterfall drops a whopping 180m to the base of the cliff. The last stop is the delightful Mt Tomah Botanic Gardens where we stop briefly to enjoy the sweeping views and enjoy a glass of sparkling wine or orange juice before travelling back to your hotel.



Meals: Lunch

DAY 4: SYDNEY TO CAIRNS

FLIGHT (NOT INCLUDED)

ACCOMMODATIONS: PACIFIC HOTEL CAIRNS

Transfer by private vehicle to the airport for your flight to Cairns. Upon arrival in Cairns, transfer by private vehicle to your accommodation.



This modern, colorful city is the capital of the tropical north. The cosmopolitan Esplanade traces the bay foreshore and blends the city life of cafes and shopping with the natural attractions of the Coral Sea. With Cairns' superb location – the Great Barrier Reef to the east, mountain rainforests of the Wet Tropics and plains of the Atherton Tableland to the west, and palm-fringed beaches to the north and south – it is a good base for many activities.

The Pacific Hotel Cairns is a boutique style hotel, overlooking the world famous Marlin Marina, offering personalized service befitting a bygone era when great service and friendly hospitality were the rule rather the exception. Warm, welcoming hospitality sums up the attention to detail, which makes the Pacific Hotel unique. The Pacific Hotel offers the best location in Cairns – downtown on the waterfront, close to the seaport, city shopping, parklands and the Reef Casino – and the famous Esplanade Precinct with art galleries, cinemas and other entertainment nearby.

DAY 5: CAIRNS

ACCOMMODATIONS: PACIFIC HOTEL CAIRNS

ACTIVITY: GREAT BARRIER REEF CRUISE

This morning, walk across from the hotel to the Reef Fleet Terminal and check in for your Reef Magic Cruises Great Barrier Reef Cruise.

The Great Barrier Reef supports 1,500 species of fish, 400 types of coral and over 30 types of whales and dolphins. It is the only living structure visible from the moon, is a national treasure and one of the true wonders of the world.



Departing Cairns, your destination is Marine World – a purpose-built two storey platform 45 metres x 12 metres featuring Spacious Lower Deck with Ample Undercover Seating, Upper Sundeck with Sun Lounges, Underwater Observatory, Children's Safety Swimming Enclosure, easy access to the water for



snorkelers, Moon Pool for ease of access for divers and Fresh Water Showers. Travelling time (to and from) Marine World is approximately one and a half hours each way.

We offer our guests 5 full hours at Marine World to experience unlimited snorkeling - all your snorkeling equipment and instruction is provided, Interactive Coral Viewing Vessel Tours and all the facilities of Marine World. Enjoy the magic the reef has to offer by stepping aboard a glass bottom reef viewing vessel. A sumptuous tropical smorgasbord lunch will be served, along with morning/afternoon tea. Return to Cairns approximately 5:00 pm.

Meals: Breakfast & Lunch

DAY 6: CAIRNS

ACCOMMODATIONS: PACIFIC HOTEL CAIRNS

ACTIVITY: KURANDA TOUR

Breakfast will be served in the hotel restaurant.

Please meet your Down Under Tours representative at the front of the hotel for your tour to Kuranda.

Down Under Tours will collect you from your accommodation and transfer you to the Railway Station to board the famous Kuranda Scenic Rail. An amazing journey awaits you as you travel one of the world's most scenic rail routes through hand hewn tunnels and over bridges spanning spectacular gorges. Enjoy the KSR Gold Class experience – a special rail journey for the discerning traveler desiring a more luxurious, personalized touring experience. Sipping on sparkling wine or a cold beer and savouring delicious finger foods whilst enjoying the breathtaking natural wonders.



A stop is made at Barron Gorge to view the Falls before arriving at beautiful Kuranda Station. Spend some time exploring this quaint Village before a short journey brings you to Rain forestation set in 40 hectares of gardens and rainforest.

A number of unique activities await you. Board the unusual amphibious Army Duck for a different look at the Rainforest. An experienced guide will show you unique tropical fruits, ancient rainforest plants and point out a number of our native animals as you meander through the Rainforest. Join the Dreamtime Walk for an insight into ancient Aboriginal and Islander history. Their way of life is explained and you can even try your hand at boomerang throwing.

The Pamagirri Dancers perform a range of native dances in the Rainforest Amphitheatre that reflects the humour and excitement of their culture.

A delicious barbeque lunch is included before visiting the Koala and Wildlife Park. Cuddle a koala (own expense), smile at a crocodile and hand feed the kangaroos and wallabies. A range of other native animals and reptiles are also on display.

Time to return to Kuranda and board Skyrail; an experience which takes you over the Rainforest canopy with stops along the way allowing you to take a stroll or visit the CSIRO Interpretive Centre before arriving at Caravonica Lakes.



Our coach will be waiting to return you to your accommodation after a wonderful day in the rainforest.

Meals: Breakfast & Lunch

DAY 7: CAIRNS TO MELBOURNE

FLIGHT (NOT INCLUDED)

ACCOMMODATIONS: TRAVELODGE HOTEL SOUTHBANK

Breakfast will be served in the hotel restaurant then transfer by private vehicle to the airport for your flight to Melbourne.



Upon arrival in Melbourne, transfer by private vehicle to your accommodation.

Melbourne is a multicultural city with a vibrant artistic life and is regarded as one of the culinary, sporting and shopping capitals of Australia, with a wide selection of museums, art galleries, theatres and festivals.

Melbourne's city centre is a thick mesh of straight lines; within lies a world brimming with energy, ideas and diversity. Gothic banks and cathedrals give way to pockets of the most modern architecture. Department stores and shopping centres coexist with a vibrant string of laneways give over to café culture and boutique shopping. Melbourne's trams are an icon, but also a very good way of getting around the city.

Located in the heart of Melbourne's central business district, the Travelodge Hotel Melbourne Southbank stands within 656 feet (200 meters) of a major shopping center, restaurants, and the Crown Casino. Guests also are close to the Melbourne Aquarium, Rod Laver Arena, the Royal Botanical Gardens, the Melbourne Exhibition Centre, and Victorian Arts Centre for theater, ballet, and opera. Air travelers are 12 miles (20 kilometers) from Melbourne Airport. For business travelers, Travelodge Hotel Melbourne Southbank features 2 meeting rooms for up to 120 guests, a 24-hour business center and event catering. A brightly lit breakfast room offers a daily breakfast (surcharge) with a variety of hot and cold items, plus coffee/tea and juices. The lobby has a vending machine corner with; drinks, snacks, and free Wi-Fi. Parking is provided (surcharge). The 275 guestrooms at the 11-story Travelodge Hotel Melbourne Southbank feature kitchenettes and appliances, air conditioning, premium bedding, iPod docking stations, LCD TVs, and free Wi-Fi.

Meals: Breakfast

DAY 8: MELBOURNE

ACCOMMODATIONS: TRAVELODGE HOTEL SOUTHBANK

ACTIVITY: CITY SIGHTS TOUR – PHILLIP ISLAND PENGUIN PARADE TOUR

Please meet your driver/guide at the front of the hotel for your city sights tour.

Inclusions:

- Small group touring
- Trained guide to talk and answer questions
- Hotel pick up
- Entry fee to Eureka Skydeck 88 (access to the Edge own cost)



Welcome to Melbourne, a city of contrasts, world famous sporting arenas and historic gardens. Be dazzled by the wondrous sights of Australia's most vibrant city and learn about Melbourne's fascinating history with your expert guide. Join a small group tour with Oceania to make the most of your stay as you zoom in and around the city, visiting such wonders as Federation Square, the MCG and our world-famous sports precinct, St Patrick's Cathedral,

Albert Park Lake (Formula 1) and over to St Kilda Beach. You can even take a stroll in the gardens and visit St Patrick's Cathedral when permitted. Your tour will finish by scraping Melbourne's awe inspiring skyline at Eureka Skydeck 88 (entry included) where you will be spoiled with 360 degree views of the city, Port Phillip Bay and out to the Dandenongs and the Yarra Valley.

There will be a maximum of 12 people in your group, so you will have plenty of opportunities to ask your guide questions and get to know your fellow travelers.

Your tour will conclude Eureka Tower.

Please meet your driver/guide at the front of Eureka Tower for your tour to Phillip Island.

Inclusions:

- Small group touring
- Expert local guide for personalised interactions with passengers
- Hotel pick up and drop off
- Entry fee to Moonlit Sanctuary
- Entry fee to Phillip Island Nature Park – Ranger Guided
- Eco Certified

Let Oceania Tours whisk you away to discover Phillip Island's unique nature experiences and dramatic landscapes. Your small group tour will help to further the protection and conservation of the local fauna and flora.

We drive south-east from Melbourne to reach Moonlit Sanctuary Conservation Park where you will meet endangered species, kangaroos, wallabies and koalas plus an array of colourful birds and reptiles.



Our journey then leads onto Phillip Island, the home of the Australian Motorcycle Grand Prix and our famous Little Penguins. Upon arrival on the island, depending on the time of year and your particular interests, we will visit Woolamai beach to see surfers riding the waves. From here, we go to the western corner of the island to enjoy magnificent views of Bass Strait and the Nobbies, which is home to the largest colony of fur seals in Australia.

During the daylight savings months, you will travel to the town of Cowes where you will have free time for dinner. In the winter months you can have something to eat at the Penguin Parade Visitor Center or wait for your early arrival back at your city hotel. Finally, a trip to Phillip Island is not complete without its black tie gala event: the Penguin Parade.

We arrive at the Penguin Parade Visitor Centre with time to shop, have a coffee and meander down to the viewing platform to see the amusing arrival of the little penguins coming in on the surf. Join your ranger guide for an informative journey through the penguin colony, enjoying their commentary via your personal headset. Take your seat in the wonderfully located beachfront viewing stand, or if conditions allow, right on the sand, offering superb viewing of the penguins emerging from the water and crossing the beach. Use the supplied binoculars to try and spot the penguins gathering in the water before they make their way across the beach to their burrows.



Photos and videos of the little penguins are not permitted / warm and waterproof clothes recommended.

Return to Melbourne approximately 10:30pm.

DAY 9: DEPART MELBOURNE

FLIGHT (NOT INCLUDED)

ACTIVITY: DEPARTURE

Transfer by private vehicle to the airport for your departure flight.

End of arrangements.

In time, check-out and meet your driver in the hotel lobby and proceed to Airport.

Bon Voyage...!

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

INCLUDED:

- Accommodation based in 3 ½ - 4 star properties with private facilities
 - Sydney Travelodge Hotel Wynyard x 3 Nights
 - Cairns Pacific Hotel Cairns x 3 Nights
 - Melbourne Travelodge Hotel Southbank x 2 Nights
- Meals as indicated by (B) Breakfast and (L) Lunch
- Transfers as indicated by private vehicle
- Touring as indicated in the itinerary
- Sydney City Sights Tour (includes hotel pick up/drop off, expert driver/guide, small group touring)
- Sydney Opera House tour & Tasting Plate
- Blue Mountains Tour (includes hotel pick up/drop off, expert driver/guide, small group touring, lunch, entry fees)
- Great Barrier Reef Cruise (includes morning & afternoon refreshments, snorkeling, lunch, reef tax)
- Kuranda Tour (includes hotel pick up/drop off, one way Kuranda Scenic Rail in Gold Class, Rain forestation, Lunch, one way Skyrail)
- City Sights Tour (includes hotel pick up, expert driver/guide, small group touring, entry to Eureka Skydeck)

- Phillip Island Penguin Parade Tour (includes Eureka Skydeck pick up/hotel drop off, expert driver/guide, small group touring, entry fees, Ranger Guided penguin parade experience)
- Australian Goods & Services Tax (GST) @ 10 %

NOT INCLUDED:

- International and Domestic Airfares & Airfare Taxes
- Visa and visa fees
- Insurance
- Meals other than those indicated by (B) Breakfast and (L) Lunch
- Items of a personal nature i.e. phone calls, liquor, laundry, tips, gratuities, drinks, baggage portorage at airports/hotels, etc.
- Use of hotel rooms before/after normal check in/out times or pre-registration
- Costs of optional touring
- Any services not mentioned in the itinerary
- Personal travel insurance (baggage/medical/tour cancellations)
- Unforeseen expenses due to last minute airline rescheduling or delays (inclusive of baggage delay, missed departure and loss of passport)
- Medical or hospital expenses

Please note:

- Costs quoted are subject to availability and confirmation of accommodation and touring as specified
- Costs quoted are subject to change once dates are known
- Costs are not applicable during holiday seasons or special events unless specified.
- Check in time at most hotels is 2pm or 3pm. If you are arriving early into a city, the hotel will store your luggage until your room is ready. Alternatively, you may wish to pre-register your hotel room for immediate check in – an extra nights' charge will apply.
- Upon check in, most hotels will request an imprint of your credit card to cover any personal extras. If you do not have a credit card they will ask for a cash deposit
- Timings are approximate only, actual times will be advised at time of booking
- Domestic Airport Transfers – please ensure you make yourself known to your driver prior to collecting your luggage
- Time Zones: Australia uses three main time zones: Australian Western Standard Time (AWST; UTC+08:00), Australian Central Standard Time (ACST; UTC+09:30), and Australian Eastern Standard Time (AEST; UTC+10:00).[1] Time is regulated by the individual state governments,[2] some of which observe daylight saving time (DST). Daylight saving time is used in South Australia, New South Wales, Victoria, Tasmania, and the ACT. It is not currently used in Western Australia, Queensland or the Northern Territory. DST (Daylight Savings Time) starts at 02:00 (2 am) on first Sunday of October, when the clocks move forward by 1 hour to 03:00 (3 am) local time. DST ends at 03:00 (3 am) when the clocks move back to 02:00 (2 am) local time on the first Sunday of April.

An E-visa is required for entry into Australia

CONTACT INFORMATION:



TOURCAN VACATIONS

245 Fairview Mall Drive, Suite 203

Toronto, Ontario M2J 1T4, CANADA

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

Fax: 416 391 0986  ONTARIO REG. #2679578

Emergency Cell Number: 416 301 9328

TERMS & CONDITIONS:

Terms and conditions as per Tourcan Vacations brochure . . .

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.