

CONTACT US TODAY!

416 391 0334 or

1800 263 2995

tours@tourcanvacations.com



UGANDA GORILLA TREKKING & KENYA SAFARI EXPERIENCE - ITINERARY

8 Nights / 9 Days

Validity: 30 June – 30 September 2020

Visiting: Entebbe, Bwindi Impenetrable Forest Reserve & the Masai



Expect the extraordinary

UGANDA GORILLA TREKKING & KENYA SAFARI EXPERIENCE - ITINERARY

DAY 1 ARRIVE KIGALI, RWANDA

On arrival at Kigali International Airport, clear customs and immigration; **Canadian passport holders require a visa to enter Rwanda.**

Pick up your checked luggage then walk to the arrival where our Tourcan Vacations representative holding a paging board with your name on it awaits you.

You are transferred to the Kigali Serena Hotel.

Welcome to vibrant and colourful, Kigali the bustling capital city of Rwanda. It spreads out over four scenic ridges and the valleys in between, with the city centre located on one hill, and the government and administrative quarter on another. The highest hill, Mt Kigali, sits at 1 850 m (6 075 ft) above sea level. Kigali's peaceful, tree-lined streets are clean and safe, and the city boasts a selection of hotels, restaurants, shopping centres and markets. Kigali is the perfect starting point for an unforgettable gorilla trek – one of Africa's most fascinating wilderness experiences.

Overnight at the Kigali Serena Hotel

DAY 2 KIGALI - VOLCANOES NATIONAL PARK

Check out of the hotel after breakfast and at 12:00PM depart on a city tour including a visit to the Genocide Memorial. The Kigali Genocide Memorial Centre, in Kigali, Rwanda, commemorates the Rwandan genocide in 1994. The Aegis Trust, the UK-based genocide prevention organization, was invited to establish the Kigali. The Centre is built on a site where over 250,000 people are buried. These graves are a clear reminder of the Aegis' initial commission from the Kigali City Council to develop the memorial site, where genocide victims were buried in mass graves.

This memorial centre and permanent exhibition is for the benefit of survivors and young people.

Your Kigali City Tour offers an in-depth view of Kigali, past and present, assuring that you feel the genuine heartbeat of the city.

The city is divided into three districts—Gasabo, Kicukiro and Nyarugenge, which is inhabited by one million people. The Kigali City Tour begins as a historic journey through the city with a guided tour from the first modern building from which the capital city was first founded, to the rapidly growing neighborhoods that are changing the face of the city. Kigali is one of the friendliest, cleanest and safest of Africa's cities attracting numerous visitors and investors to the capital. Kigali City was founded in 1907 as a small colonial outpost by Dr. Richard Kandt, the first German colonial resident of Rwanda. His residence at the base of Mount Jali and Mount Kigali in the heart of the city has been converted into the Natural History Museum in honor of Dr. Kandt's work, and is one of the first stops on the tour.



Along the tour, we will pass by Kigali’s older commercial “quartiers”, business and residential areas, visit historic sites commemorating the 1994 Tutsi Genocide, take a guided tour within the Gisozi Genocide Memorial, and learn about the city’s diverse neighbourhoods and local attractions.

After, continue to the Hotel De Mille Collines for a lunch.

After the tour depart Kigali and travel to Volcanoes National Park (Parc National des Volcans). The journey to the North goes through the beautiful terraced hillsides that display Rwanda's landscape.

Arrive Ruhengeri, the base for Gorilla trekking at the Parc National des Volcans. The town itself is located only 25km from Uganda boarder, is relatively a small city of about 70,000 people. The constant flow of humanity is quite remarkable. The Town has great views of the surrounding volcanoes. People are very friendly here and although a former Belgian colony (and thus French-speaking), many people speak English as well.

Check into the hotel.

Dinner is included at your accommodation tonight.

Meals: Breakfast, Lunch & Dinner

Overnight at:

5* - Bisate Lodge

4* - Amakoro Songa Lodge

DAY 3 VOLCANOES NATIONAL PARK – GORILLA TREK

Early breakfast.

0600 hrs: Transfer to the Volcanoes National Park HQs for the gorilla trek.

0700 hrs: Briefing by your trackers then drive to the trail head for the start of your amazing Gorilla Tracking adventure.





Your trek again starts in the cultivated foothills of the Virunga's offering stirring views in all directions. When it enters the national park, trekkers will be immersed in the mysterious intimacy of the rainforest, alive with the colorful bird calls, chattering golden monkeys, littered with fresh spoor of the mountains' elusive buffalo and elephant.

Through gaps in the canopy, the magnificent peaks are glimpsed, among the highest in Africa yet easily accessible, beckon an ascent.

Weaving through overhanging vines, moss-covered hagenia trees and giant lobelias that thrive in the tropical climate, our experienced trackers, who have spent their entire lives in or close to this forest, soon bring us up close with one of the Gorilla Families.

Upon sighting the gorillas, you will stay with them for a magical hour as they go about their daily life, feeding, playing, resting; raising their young. Coming face to face with a giant silverback must truly be one of the greatest wildlife experiences on earth!

After the trek, re-join your driver Guide for a transfer to Amakoro Songa Lodge.

Dinner at the lodge.

Meals: Breakfast, Lunch & Dinner

Overnight at:

5* - Bisate Lodge

4* - Amakoro Songa Lodge

DAY 4 VOLCANOES NATIONAL PARK - OPTIONAL: SECOND GORILLA TREK (SUPPLEMENT COST)

Enjoy all meals at your Lodge.

Spend the day at leisure.

Meals: Breakfast, Lunch & Dinner

Overnight at:

5* - Bisate Lodge

4* - Amakoro Songa Lodge

DAY 5 VOLCANOES NATIONAL PARK – KIGALI

Check out of the lodge after breakfast and depart from foothills of the volcanoes on a scenic drive back to Kigali.

Everything and everywhere, sheer green and hanging on the hills; Rwanda truly - land of a thousand fertile green hills. (2.5hrs).

Transfer to the Kigali Serena hotel for check-in and overnight.

Overnight: Kigali Serena Hotel

Meal: Breakfast

DAY 6 DEPART KIGALI / NAIROBI, KENYA

NAIROBI – MASAI MARA

Check out of the hotel after breakfast and you will be transferred to the Kigali airport for your flight to Nairobi (airfare is extra).

KENYA SAFARI

JAMBO - KARIBU!!

On arrival at Jomo Kenyatta airport, clear customs and immigration then you are warmly met by a Tourcan Vacations representative.

You will be transferred to Wilson Airport for your Air Kenya flight to the Masai Mara.

Please note baggage allowance for this flight is 15kgs inclusive of hand luggage and must be in soft bags.

On arrival at Masai Mara (Olkiombo Airstrip), you will be met and transfer to the camp with a (short) game viewing drive enroute.

Enjoy an afternoon game viewing drive in this vast and expansive reserve teeming with game. Be on the look-out for the 'big five' Mara is famous for and the most sought after in the early 20th century when Kenya was a hunters' paradise. Killing any of them game one some class, pride, heroism. These include the lion, Cape buffalo, the savannah elephant, black rhino and the elusive leopard. The vast savannah grasslands stretch as far as the eye can see is home to impalas, maasai giraffes, waterbucks, warthogs, Thompson & grants gazelles, topis, resident wildbeestes among many others. Later in the evening return for dinner and overnight at your lodge.

A small intimate Bush Camp of 6 Bedroom Tents each measuring approximately 54sq. metres with amazing fusion of modern African décor. Each tent has a four poster King Size Bed with a 180° view on to the Mara River with all the amenities such as hot/cold running water, flushing toilet, bathtub and an outside shower with a view.

Nature is undisturbed and the camp grounds are kept 'as found' to allow one to be completely immersed with the surroundings. There is an astonishing view of the confluence of Mara and Talek

Rivers and home to a huge population of hippo and crocodiles. The camp is unfenced and is designed to allow the movement of animals through the grounds.

Meals: Breakfast, Lunch & Dinner

Overnight at:

5* - Ngenche Luxury Tented Camp

4* - Tipilikwani Luxury Mara Camp

DAY 7 & 8 ON SAFARI IN MASAI MARA GAME RESERVE

Enjoy breakfast then proceed on a full day of game viewing drives & adventure. Be on the look-out for the big five that Maasai Mara is famous for. These include the lion, savannah (African) elephant, the Cape buffalo, the leopard and the black rhino. We may even be so lucky to witness a leopard or a cheetah sprint and make a kill! We return back to the camp for dinner and overnight.



Meals: Breakfast, Lunch & Dinner

Overnight at:

5* - Ngenche Luxury Tented Camp

4* - Tipilikwani Luxury Mara Camp

DAY 9 MASAI MARA – NAIROBI

DEPART NAIROBI

Morning at leisure. Enjoy an early lunch and transfer to the airstrip for your Air Kenya flight to the Nairobi.

You will be met on arrival and transferred to Jomo Kenyatta airport for your homebound flight.

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

Important information:

- A visa is required to enter Rwanda & Kenya
 - Rwanda link (<http://rwandahighcommission.ca/en/consular-services/visa-requirements>)
 - The Kenya visa can be obtained on-line:
<https://immigration.ecitizen.go.ke/index.php?id=5>
- Your passport must be valid for six months after your date of arrival and ensure you have at least 3 blank pages for immigration.
- Visit your health clinic or doctor to determine if any inoculations are required.
- Anti-malaria protection required. Consult your health clinic or doctor.
- Travel Insurance is essential.
- **Plastic bags of any kind are not allowed in Rwanda & Kenya**
- It is important to read the terms and conditions below.

INCLUDED IN YOUR COST

Rwanda services

- ❖ All airport transfers and assistance
- ❖ Accommodation as per itinerary
- ❖ Private transport in a 4x4 tourist converted jeep
- ❖ Services of English speaking driver-guides
- ❖ City Tour of Kigali with a visit to Genocide Museum with lunch
- ❖ 1 Gorilla permit
- ❖ Bottled drinking water while trekking and in the vehicle
- ❖ All taxes on the services quoted above

Kenya services

- ❖ Arrival transfer from Jomo Kenyatta airport to Wilson airport
- ❖ Domestic flights: Wilson / Mara / Wilson
- ❖ Accommodation as per itinerary
- ❖ Departure transfer to the airport

NOT INCLUDED

- ❖ International Airfare
- ❖ Flight from Kigali to Nairobi
- ❖ Rwanda & Kenya visa fees
- ❖ Comprehensive travel insurance cover

- ❖ Early check in and late check out at the hotels
- ❖ Excess baggage
- ❖ All personal expenses – laundry, telephones,
- ❖ Personal expenses such as tips for meals, gratuities for guides & drivers, all alcoholic and other beverages, telephone calls and laundry
- ❖ Any other services not mentioned above

TIPPING GUIDELINES (Suggested guidelines only)

Transfer Driver	US \$2.00pp
Porterage	US \$1.00pp per movement
Driver-guide	US \$10.00 per day
Lodge Staff	US \$2.00pp per day
Restaurants	10-12%

ON THE GORILLA TREK

Porters do not earn any salary. If you do choose to take a porter the minimum tip we recommended for a porter is US\$10 (or about Rwanda Francs 5,000) per track.

Guides (1 per group), Trackers (2-3 per group) and Security personnel (2-4 per group) do earn salaries. We recommended US\$15 for the trackers/security personnel and US\$25 for the head guide/assistant per guest per day of tracking.

Some lodges have slightly different gratuity schedules, but these are usually stipulated clearly in the camp's collateral.

We would like to emphasize that tipping is definitely not a requirement but should be undertaken only by choice and dependent on service received. Whatever you believe to be appropriate will be appreciated by the staff you have met.

RWANDA TRAVEL TIPS

Name: Republic of Rwanda. It borders Uganda to the North, Tanzania to the East, Burundi to the South and the Democratic Republic of Congo to the West.

Time: +2 GMT.

Size: 26, 338 km². Roughly the size of Maryland

Geography: Rwanda is a landlocked republic in Equatorial Africa, situated on the eastern rim of the Albertine Rift, a western arm of the Great Rift Valley, on the watershed between Africa's two largest river systems: the Nile and the Congo. Much of the country's 26, 338 km is impressively mountainous, the highest peak being Karisimbi (4, 507m) in the volcanic Virunga chain protected by the Parc des Volcans. The largest body of water is Lake Kivu, but numerous other lakes are dotted around the country, notably Burera, Ruhondo, Muhazi and Mugesera, some of which have erratic shapes following the contours of the steep mountains that enclose them.

Climate: Rwanda has a temperate climate with temperatures of 25-30°C during the day; 15° at night throughout the year. Nights can be chilly in Nyungwe and the Virungas. Most parts of the Country receive in excess of 1, 000 mm of rainfall.

Rwanda experiences two rainy seasons- the long rains between February to June and the short rains between mid-September to mid-December. Dry months are January, July, and August to mid-September. The country can be visited throughout the year.

Population: 11, 689, 696 (July 2012 est.)

Currency: The unit of currency is the Rwanda Franc in both coin and paper denominations. Currency exchange service is available in most banks, bureaux de change and hotels. Hotel Des Mille Collines, Kigali Intercontinental, Novotel Umubano and Kenya Airways accept internationally recognized credit cards. Traveller's cheques are not readily acceptable however popular brands in US-Dollars can be exchanged in the banks.

Holders of American Express credit cards can withdraw money from BCDI headquarters.

Languages: English, French, Kiswahili, Kinyarwanda. French, English and Kinyarwanda are the official languages. French is widely spoken throughout the country. In most tourist centres, English is spoken.

Public Holidays: In addition to the public holidays below, Good Friday and Easter Monday, the following public holidays are recognized.

THINGS TO KNOW BEFORE YOU GO

Passport and Visa: A valid passport is mandatory. Visa is required except for nationals of Burundi, Canada, Germany, Hong Kong, Kenya, DR of Congo, Mauritius, South Africa, Sweden, Tanzania, Uganda, UK and USA. Obtain visa from Rwanda foreign missions abroad. Visa can also be gotten upon arrival without any complication.

When to visit: Throughout the year.

Dressing: Dressing codes are informal. Light clothing is recommended during the day but at night a light sweater can be necessary. Hiking boots are recommended for Volcanoes and Nyungwe Forest. Sunglasses and a hat may be necessary especially during the hot months. For gorilla tracking a baseball cap is recommended.

What to bring: Camera, field guides (for birds, Ber Van Perlo's illustrated Birds of Eastern Africa), a pair of binoculars, a video camera for non-professional photography is recommended even when visiting gorillas.

Communication: Rwanda's telephone network is very efficient. The entire country is covered by a mobile phone network provided by the MTN Rwanda Cell, the leading telecommunications company in the country. One can easily make international calls even from the phone kiosks available in the streets. You can surf the internet from the cyber cafes in various towns.

Photography: It is advisable to seek permission before photographing the local people. Flash is prohibited when photographing gorillas.

Health: Yellow fever certificate is required for all travelers is required if you have been transiting infected areas. For any travel between South Africa and Rwanda, a Yellow Fever certificate is mandatory, even for passengers in transit. Malaria Prophylaxis is recommended. It is not recommended to drink tap water. Boil it or buy mineral water from the shops. The equatorial sun can be deceptive even on overcast days. Sun glasses and sun creams are recommended especially if you intend to sun bath at Lake Kivu.

Security: Rwanda is as safe as (if not safer than) most other countries. However some common sense precautions should be taken. Do not flaunt your wealth by wearing expensive jewelry or carrying large wads of money openly. Avoid changing money in the streets. Likewise avoid overcrowded streets.

Leave your valuables with the hotel for safe keeping.

Electricity: 230/240 volts at 50 Hz.

WHAT YOU NEED TO KNOW ABOUT KENYA

Home of the classic safari, Kenya has been a prime safari destination for many years. Undoubtedly its most famous attraction is the renowned Masai Mara, home to rich resident wildlife and magnificent Maasai warriors.

However, Kenya also has a range of other wildlife attractions, ranging from perennially popular and easily accessed reserves to more remote and secluded retreats. Our travel advice will ensure that you get the most out of your safari to Kenya.

Bear in mind that the Equator divides Kenya and the weather tends to be hot and humid, especially in summer.

Best time to travel to Kenya

Kenya is a year-round safari destination with excellent game viewing throughout. Guests wanting to witness the famous Great Migration must plan their travel to Kenya well in advance, as the migration path does vary from one year to the next depending on rainfall.

Currency

Banking hours at most commercial banks are Monday to Friday from 09h00 to 15h00 and on the first and last Saturday of the month.

ATMs are found throughout Kenya's major city centres and shopping complexes.

The currency is the Kenyan Shilling, where KES1 is made up of 100 cents. Please check with your hotel for daily exchange rates. Foreign currencies such as the USD are widely accepted. However, please note that dollar bills printed before 2003 are not accepted in Kenya, as there was a large amount of illegal processing of dollar bills in the country at that time. High denomination notes may also not be accepted.

Visa, MasterCard, Diners Club and American Express are accepted by most restaurants, shops and hotels. Proof of identity may be requested, so be sure to carry a passport or some form of photo identification at all times.

Travel Insurance

It is highly recommended that you take out adequate travel insurance at the time of confirming your booking. This should cover any medical situation (such as hospitalization), as well as cancellation or curtailment of arrangements and loss of your baggage.

Safety

The usual safety guidelines apply – don't leave your luggage unattended and always keep your valuables close by or locked away. It is advised you check with your tour operator or hotel concierge – they will know if there are any potentially unsafe areas along your travel route.

It is wise to avoid deserted areas, particularly at night. Dress-down (i.e. don't wear excessive jewelry) when exploring Africa's diverse cities. Concealed travel wallets are recommended.

- Travel as lightly and as modestly as possible, without flashing expensive jewelry etc. In other words, do not leave valuables including passport, airplane tickets, cash etc lying around in your hotel room or make a show of your expensive jewelry or cash in public.
- Do not carry your valuables including cash, jewelry, passports & documents on your person whilst on the streets. Instead use the safety deposit box in the hotel or keep these with the Hotel/Camp Manager in a sealed and signed envelope.
- We recommend that you do not walk around unfamiliar streets anytime of day or night whilst in any urban centre. Use 'Hotel taxis' for travel after dusk.
- Don't hang camera bags or purses on the back of a restaurant chair as you may invite snatching

Safety Whilst on Safari:

All parks and reserves have rules that one MUST adhere to – your Guide/Driver will advise you on these as you proceed on safari.

- However, it is important to note that animals are WILD and DANGEROUS. Do not approach or attempt to feed them.
- Follow the rules in the parks and reserves and do NOT encourage your Guide/Driver to break such rules as off-road driving, harassment of animals etc.
- Exercise caution to avoid any petty thievery

Photography

Please be sensitive when photographing people. Kenyans are renowned for being friendly; however it is courteous to ask permission before snapping away.

The use of Unmanned Aerial Vehicles (Drones) is not allowed in any of the conservation areas we manage until such time as their impact on wildlife and anti-poaching initiatives can be assessed. This rule will apply throughout Africa, as our partners in various countries and regions have adopted a similar stance.

Passport & Visa Requirements

As of 02 July 2015, anyone who requires a VISA to enter Kenya must apply for an eVisa via <https://immigration.ecitizen.go.ke/index.php?id=5>

This includes visas previously obtained at port of entry into Kenya. Processing time is 1 week and after 01 September 2015 travellers may be denied boarding of their flight if not in possession of a valid eVisa.

Passports are required by all foreign visitors and must be valid for 6 months after the intended length of stay. Please ensure that you have at least 2 consecutive blank visa pages (not endorsement pages) in your passport. Our recommendation is 3 or even 4 blank pages if you are travelling through more than one country. If there is insufficient space in the passport then entry could be denied.

Where visas can be obtained at port of entry (excluding Kenya), fees are payable in US dollars cash only; we recommend small denominations as officials are not in the position to give change.

It is recommended to obtain visas prior to arrival as there is a likelihood of long queues at all airports.

Depending on nationality and country of origin, visa requirements may vary or change without notice. We advise checking with the appropriate consular authority prior to departure. Should the appropriate authority confirm that visas can be obtained on arrival, please ensure you have the applicable fee available.

Officials may not have sufficient change – it is recommended that all fees be carried in small-denomination US Dollar bills issued after 2008.

Language:

Kiswahili (Swahili in short) and English is the Official language in Kenya.

What to pack:

Your curiosity and sense of adventure, an open mind and enough memory cards for the camera! As a general guide, comfortable and casual clothing that you can wash and wear is recommended while on safari. Muted colours are best for game viewing. Game drives are generally conducted in the early morning and the late afternoon, which can be cold, especially in winter. The temperature often warms up during the day, so it is best to dress in layers.

The most practical items to pack for your Kenya safari are:

- Clothes in khaki, green, beige and neutral colours
- Long-sleeved shirts that offer protection from the sun and mosquitoes

- T-shirts
- Shorts or a light skirt
- Jeans or safari trousers for evenings and cooler days
- Jackets and sweaters for early morning and late afternoon game drives
- A lightweight waterproof jacket in case of rain
- Swim and beachwear
- Comfortable walking shoes
- Sunscreen, sunglasses, a hat, insect repellent, moisturizer and lip salve
- Binoculars and camera equipment

The luggage allowance on small flights is usually limited to a maximum of 15 kg (33 lbs), which includes hand luggage, so please bear this in mind when packing. Most lodges and camps provide a same-day laundry service for your clothes.

Smoking & Garbage Disposal:

In many major cities and urban centers in Kenya smoking is banned in public places – the interpretation of ‘public places’ by the authorities may be different to one’s personal interpretation and hence, we strongly advise that you seek guidance from your Guide/Driver or, if in a restaurant, from the service attendants before lighting up! Smoking is not permitted in the vehicles at any time.

Please do not throw lit cigarette butts around, particularly in areas where there is high risk of bush fire. The same rule applies to litter – always dispose off garbage in a designated garbage disposal area or litter bins provided.

Wild Game:

FEEDING OF ANIMALS IS STRICTLY FORBIDDEN – Animals that you will see are WILD and can get aggressive should you attempt to feed them or approach them too closely. Always keep your distance and always be cautious of their presence.

Laundry Facility:

Most hotels, lodges and camps provide same day simple laundry facilities.

Electricity:

Our grid is based on 240Volts and 3pin socket British Style. Note that in some areas especially on safari in Lodges/Camps electricity supplies may be operated at certain times during the day and at night may be switched off after 11pm or midnight as these supplies are through using generators.

GSM Cell phones:

We have GSM networks in most areas of Kenya – Please check with your local Service Providers if one can use their cell phone in East Africa on a roaming service. Simcard is easy to obtain in Kenya

at around US\$2 plus any talk time they wish to add and Tz Simcard for about US\$3 to US\$5 plus talk time.

Kenya Country Code is +254

Costs for telephone calls from hotels worldwide are generally high so please check the rate before making any calls from your hotels/lodges.

Bottled Water:

We recommend that you drink bottled water only and do not drink any water from the tap. All our vehicles are well stocked with bottled water for consumption whilst in the vehicle. Please **DO NOT** carry bottles of water from the vehicles to be consumed on the premises of lodges, camps, restaurants etc as this is NOT appreciated by the owners/management of such facilities. All water & drinks consumed in the lodges are EXTRA as is the case when you are booked on a flying package and use the Camp/Lodge vehicles for game drives.

Alcoholic Drinks:

The same policy applies to alcoholic drinks – please **DO NOT** carry your own to consume these anywhere on the premises of such facilities as lodges, camps, restaurants etc as it may cause embarrassment and a possible charge being levied.

Malaria Precaution and other vaccinations:

Please ensure you have taken the necessary precaution for malaria and any vaccination considered necessary by your doctor. Please contact your doctor for medical advice.

Yellow Fever certificate is required in Tanzania.

Roads:

These are generally in poor state of repair - potholes and unpaved road surfaces are quite common in both countries. Thus, driving can be a pretty adventurous undertaking. However, Driver/Guides are well trained in safe driving skills and bush mechanics to ensure a trouble free and memorable safari.

Distances & Travel Times:

Should your itinerary have distances and/or travel times between destinations and/or points of interest please be advised that these are estimates only. Travel times are dependant on road conditions at that time and may be greatly affected should weather or other factors affect the condition of the roads and due to heavy traffic etc.

Dust Protection:

Please protect your spare clothes and accessories well with extra dust-proof bags. If you are allergic to dust which you will encounter frequently please carry a simple dust mask.

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  ONTARIO REG. #2679578

Emergency Cell Number: 416 301 9328

TOURCAN VACATIONS TERMS & 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.

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 unused 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.