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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 Mara



Expect the extraordinary

UGANDA GORILLA TREKKING & KENYA SAFARI EXPERIENCE - ITINERARY

DAY 1 ARRIVE ENTEBBE, UGANDA

Welcome to Uganda the 'Pearl of Africa'

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

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 Hotel.

Overnight at:

5* - No 5 Boutique Hotel

4* - Protea hotel Entebbe

DAY 2 ENTEBBE / BWINDI IMPENETRABLE FOREST RESERVE

An early breakfast, check out of the hotel and you are transferred to Entebbe International Airport to board your morning Aerolink flight 0700 eta KHX 0845 to Kihhi (baggage allowance is 15 kg in soft sided duffel bags).

Upon arrival at Kihhi airstrip, you will be met by camp/lodge representative and transferred to the Camp. Rest of the afternoon at leisure – you may choose to enjoy a guided community walk.

Bwindi Impenetrable National Park is home of the rare mountain gorillas. Apart from gorillas, there are a wide variety of primates to see including the blue and red tailed monkeys. The forest itself is lush and green and there are streams running through it.

Enjoy dinner at the lodge.

Meals: Breakfast, Lunch & Dinner

Overnight at:

5* - Sanctuary Gorilla Forest Camp-Luxury Tent

4* - Buhoma Lodge – Standard room

DAY 3 BWINDI IMPENETRABLE FOREST RESERVE

Begin the day with breakfast then get ready for your trekking, which begins at 8:00 am with a briefing from the UWA staff.

Ensure to carry along with you a rain jacket, drinking water, snacks, jungle boots etc

The guides will lead you inside the jungle to see the shy Primates for a group you have been booked for. Do not forget to take your lunch boxes and all the necessary gear to track the rare Mountain Gorilla, perhaps one of the most exciting wildlife experiences on earth. The tracking may take between 2 and 6 hours but it's well worth the effort.



Spend the rest of the day relaxing.

Enjoy dinner at the lodge.

Meals: Breakfast, Lunch & Dinner

Overnight at:

5* - Sanctuary Gorilla Forest Camp-Luxury Tent

4* - Buhoma Lodge – Standard room

DAY 4 BWINDI IMPENETRABLE FOREST RESERVE

OPTIONAL: SECOND GORILLA TREK (SUPPLEMENT COST)

Enjoy all meals at your Lodge.

Spend the day at leisure.

Meals: Breakfast, Lunch & Dinner

Overnight at:

5* - Sanctuary Gorilla Forest Camp-Luxury Tent

4* - Buhoma Lodge – Standard room

DAY 5 BWINDI IMPENETRABLE FOREST RESERVE / ENTEBBE

After breakfast, transfer to Kihhi airstrip for your flight (0945 eta EBB 1125) to Entebbe arriving and met by our representative and transferred to the hotel.

Meal: Breakfast

Overnight at:

5* - No 5 Boutique Hotel

4* - Protea hotel Entebbe

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

Meal: Breakfast

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:

- Canadians need a visa to enter Uganda & Kenya
- 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 Uganda & Kenya**
- It is important to read the terms and conditions below.

INCLUDED IN YOUR COST

Uganda services

- ❖ Airport transfers
- ❖ Exclusive transport in custom-made 5-seater safari land cruiser driven by an English-speaking driver/guide
- ❖ 2 nights accommodation in Entebbe
- ❖ 3 nights accommodation Bwindi
- ❖ 1 Gorilla permit in Bwindi
- ❖ Schedule return flight Entebbe/Kihhi – baggage allowance is 15 kg in soft duffle bags
- ❖ Park entrance fees and activities as per itinerary
- ❖ Emergency medical evacuation by flying doctors – all hospital bills to be settled by the client directly

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 & regional airfare and related fees
- ❖ 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.

WHAT YOU NEED TO KNOW ABOUT UGANDA

What to wear

During the day, temperatures are generally warm depending on which region of the country one is at, so bring lots of light clothing. Evening temperatures are cooler at especially high altitudes, so it is advisable to bring a couple of light sweaters as well. For the tourist intending to hike or climb on the mountains, you are advised to pack accordingly due to the alpine temperatures. You would do well to carry solid walking shoes and strong clothing, a sun hat, sunglasses, waterproof jackets which are ideal for forest walks, game drives and national park tours.

In Bwindi, Temperatures are low and chances of rains are very high and we recommend trekking in water proof clothes in case heavy rain finds you in the jungle. In the evening temperatures significantly drops at night to around 11°C/52°F and the altitude in Bwindi is varied, from 1160 to 2607m, (3806-8553ft).

Altitude

85% of the country lies between 990m and 1500m above sea level. The lowest point is Lake Albert at 621m and the highest point at Mount Stanley (Rwenzori) 5,110m

About Health

Uganda is generally a safe country. One is required to have a certificate of yellow fever vaccination. All visitors to Uganda should take anti-malaria drugs as a precaution against this prevalent disease. It is also advisable to drink bottled which are readily available in any of the many supermarkets, restaurants and shops rather than tap water. The AIDS scourge which afflicted the nation has dramatically dropped due to a strong AIDS sensitization campaign by the government and NGOs but one is advised to take precaution.

Foot Ware

Do not forget the comfortable walking shoes, such as solid jungle shoes for trekking, running shoes with socks, are recommended over sandals.

Park Regulations

- Do not camp or make campfires except at designated sites.
- Do not drive off the tracks.
- Do not disturb the wildlife by sounding motor horns.
- Do not drive in the park between 7:30pm and 6:30 am.

- Do not bring dogs or other pets into the park.
- Do not drop litter and cigarette ends or matches.
- Do not bring firearms or ammunition into the park.
- Do not exceed the speed limit of 40km per hour (25mph). Retain all official receipts for entrance, boat trips, fishing, etc, as you may be requested to show them at any time during your stay.

Time Zone

GMT +3

Currency

Uganda Shilling Ush 3300=1US\$

International dial code

+256

Language

English, the official language is spoken by most reasonably educated Ugandans. Among the country's 33 indigenous languages Luganda is the closest to being a lingua franca

Head of state

President Yoweri Kaguta Museveni since 1986

Electricity

240 Volts at 50Hz

Tipping

Tipping is not culture that is practiced often at local hotels, bars and restaurants, but it is always appreciated. The amount depends on the tourist's discretion,

About Visas

Uganda Immigration have implemented the use of **Electronic Visas from 01 July**.

All visitors who require an entry visa and do not yet have one, **must apply through the online** application system prior to arrival.

You are required to upload clear copies of **current passport, Yellow fever certificate and Passport photo**.

On completion of the online application you will receive a **barcoded email notification**. Print out this email and bring it with you to Uganda.

Upon arrival at any border (entry point) you must present the barcoded email.

The immigration officer will scan the barcode, take your finger prints and photo and ask for the **\$50 cash payment for the visa**. (Please note, Uganda only accepts USD bills dated 2006 or newer and in excellent condition). Online applications must be made through the visa immigration website on

<https://visas.immigration.go.ug>

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

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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.