



[www.tourcanvacations.com](http://www.tourcanvacations.com)

**CONTACT US TODAY!**

416 391 0334 or

1800 263 2995

[tours@tourcanvacations.com](mailto:tours@tourcanvacations.com)



## UAE AND OMAN GETAWAY

**Validity: 01 January 2021 – 30 September 2021**



## UAE AND OMAN GETAWAY - 7 NIGHTS / 8 DAYS

*Dubai is a city and emirate in the United Arab Emirates known for luxury shopping, ultramodern architecture and a lively nightlife scene. Burj Khalifa, an 830m-tall tower, dominates the skyscraper-filled skyline. At its foot lies Dubai Fountain, with jets and lights choreographed to music. On artificial islands just offshore is Atlantis, The Palm, a resort with water and marine-animal parks*

*The Sultanate of Oman has one of the oldest civilizations in the Arabian Peninsula, dating back thousands of years with notable periods of greatness in the ancient world and in medieval times.*

*Like other great civilizations, Oman faded from prominence - until the recent resurgence under the wise and able leadership of His Majesty Sultan Qaboos Bin Said. All along, the country was active in many ways and has an interesting history that is still relevant today and has left many tangible traces in prominent landmarks and a highly developed culture.*

### DAY 01

### ARRIVE DUBAI

**FLIGHT : TBA (NOT INCLUDED)**

Upon arrival at Dubai Airport Terminal, clear immigration and customs. Proceed to baggage claim and look for our representative holding a placard in your name to assist and transfer you to the hotel. *(Hotel Check in time: 15:00 hours/ Check out: 12:00 hours)*

Rest of the day at leisure

**Overnight: Metropolitan Dubai / Hyatt Place, Al Wasl Dubai**

**Meals : None**

### DAY 02

### DUBAI

Breakfast at the hotel.

09:00 AM: Pick up from the hotel lobby and proceed on a half day sightseeing tour of Dubai.

Dubai, one of the most progressive cities in the world, has set its sights on the future. This tour lets you see that vision through the eyes of its movers and gives you a peek of all that's in store in Dubai.

The tour starts with drive through the new Marina projects, Internet City, Media City, a visit to The Palm Islands gives you a glimpse – of the upcoming around Dubai Marina, the world's biggest waterfront development, towards Dubai Land with over 200 new exciting leisure and entertainment projects which will shape the future all the way to 2020. Drive past the Jumeirah mosque *(view from outside only)*. It is one of the largest and most beautiful of Dubai's Mosque. A prominent landmark of the city. Built in the medieval Fatimid





tradition it is a spectacular example of modern Islamic architecture and is particularly active at night. We continue to drive along Jumeirah beach to get a glimpse of Burj Al Arab hotel (photo stop from outside).

Then we drive along the Zabeel road, passing by the Palace of Sheikh Mohammad, as well as the Rashid Palace, home to the Royal family of Dubai (No Photography here please) and continue to Old Dubai

Visit the Al Fahidi Fort (Dubai Museum), which houses the Dubai Museum, was built around 1787, and once guarded the landward approaches to the town. Renovated in 1971 for use as a museum, its colorful life size dioramas vividly depict everyday life in the days before the discovery of oil. Galleries recreate scenes from the Creek, traditional Arab houses, mosques, the souk, date farms and desert and marine life.

One of the more spectacular exhibits portrays pearl diving, including sets of pearl merchants' weights, scales and sieves. Also on display, are artifacts from several excavations in the emirate, recovered from graves that date back to the third millennium B.C. **We cross creek by traditional boats – ABRA (Water Taxi) to reach the SOUK** - which is the Arabic word, which stands for the market or place where any kind of goods are brought or exchanged. Traditionally, Arabic shipping vessels discharge their cargos brought from the Far East, China, Ceylon and India on the docks, which would be bargained over in the souks adjacent to the docks.

Times have changed since then as Dubai Spice Souk have given way to air-conditioned multi-storied **shopping malls** and items on sale have changed from spices, silks and Ittar (Arabic Perfume) to latest electronic gizmos, gold and designer apparels. Gold is serious business in this part of the world and the dazzling souk. The gold souk, or gold market, is a truly dazzling sight to behold. It has earned Dubai a reputation for being the 'City of Gold'. The market offers earrings, rings, necklaces, bracelets and pendants.

Drop off timing to hotel: 01:00 PM

**Overnight: Metropolitan Dubai / Hyatt Place, Al Wasl Dubai**

**Meals: Breakfast**

Duration: 4 Hrs.

Tour availability: Daily except **FRIDAY**



Breakfast at the hotel.

08:00 am, pick up from the hotel lobby and proceed for a city tour of Abu Dhabi - the capital of the United Arab Emirates and the administrative center of the country. One of the wealthiest and most modern city-states in the world, Abu Dhabi is the center of oil business in the country. Built on a natural island, the emirate includes several offshore islands and vast expanses of desert. The city is renowned for its lush greenery, planned development and beautiful Corniche.

**Note: As we will be visiting a mosque, you are requested to dress conservatively as per guidelines given below.**

We start the tour by visiting the Sheikh Zayed Mosque – Largest Mosque in the UAE, founded by



Late His Highness Sheikh Zayed Bin Sultan Al Nahyan. The dome layout and floor plan of the mosque was inspired by the Badshahi Mosque and the architecture was inspired by both Mughal and Moorish design. Its archways are quintessentially Moorish and its minarets are classically Arab.

The Sheikh Zayed Mosque has made few world records:

1. The carpet laid out on the vast expanse is the “**World's Largest Carpet**” made by Iran's Carpet Company and designed by [Iranian artist Ali Khaliqi](#). This carpet measures, 627 m<sup>2</sup> (60,570 sq. ft), and was made by around 1,200 weavers, 20 technicians, and 30 workers. The weight of this carpet is 47 tons – 35 tons of wool, and 12 tons of cotton. There are 2,268,000 knots within the carpet.
2. This mosque also holds the **largest chandelier**. There are seven imported chandeliers from Germany and are copper and gold-plated. The largest chandelier has a 10 m (33 ft) diameter and a 15 m (49 ft.) height.

## **IMPORTANT NOTE: WHILE VISITING MOSQUES / OLD AREAS, FOLLOW THESE**

- Modest, conservative, loose fitting clothing; long sleeves, long skirts and trousers
- No transparent (see-through) clothing
- No shorts for men
- For Women, no shorts and skirts must be ankle length
- No tight clothing, no swimwear and no beachwear
- Shoes will be removed before entering the mosque, so we recommend slip off shoes
- Headscarf for ladies is essential (these can be provided when you arrive)
- Intimate behaviour; i.e. holding hands or kissing is not acceptable in a Muslim place of worship
- For respect to worshippers, visitors should always stay with the guide.
- Smoking and eating food is not allowed in the mosque area.
- Visitors are requested not to touch the Holy Quran (Holy Book) and other architectural elements inside the main prayer hall.

After visiting the Mosque, we head to the Yas Island to see Yas Viceroy (from outside), the only hotel in the world built on a Formula 1 race track.

We then visit the Ferrari World – the world’s largest indoor theme park (From outside)

We then drive through the corniche area visiting the dates market. Later, we proceed to the **Heritage Village**.

Situated on a 1600 sq. meter site overlooking the Corniche, near the Breakwater in Abu Dhabi, this heritage village is run by Emirates Heritage Club. Here you can experience the past traditional life in Abu Dhabi, before oil revenues altered the landscape, economically and socially. In addition to Bedouin tents, there are reconstructions of palm (Arish) and other houses, old fishing villages and traditional Souqs.

**Overnight: Metropolitan Dubai / Hyatt Place, Al Wasl Dubai**

**Meals : Breakfast**

### **DAY 04**

### **DUBAI**

Breakfast at the hotel.

Morning at leisure

Climb into a rugged 4x4 vehicle to venture along the desert’s giant sand dunes in this adventure safari, featuring the flavors of a BBQ dinner along with the entertainment of a belly dance.





While on safari you are driven through camel camps before arriving at the camp in the desert, which is maintained in traditional Arabic style. Savor a wonderful BBQ dinner, be entranced with the lithe movements of a belly dancer and enjoy time at leisure. A henna artist will show you how, for special occasions, the people of this region have their feet and hands painted with delicate colors of henna. If you want, you may even become acquainted with the Bedouin way of transportation - riding a camel.



### Highlights:

- Pick up by land cruisers (15:00-15:30 during winter / 15:30 – 16:00 during summer)
- Dune bashing
- Stop at high dunes for a spectacular scene of the desert.
- At the Bedouin camp, you get a traditional welcome - Arabic coffee with dates, tea, coffee and water.
- Food starters like Shawarma and Falafel
- Camel riding, Henna painting and Shisha
- Buffet style BBQ Dinner with soft drinks
- **Belly dance show (no belly dance show during Ramadan)**
- Return transfer to hotel approximately 21:30-22:00

### Note:

- This excursion involves travel along rough and bumpy surfaces and is not suitable for guests with physical disabilities, back ailments, heart patients and pregnant ladies.
- The 4 WD vehicles have 6 seats for passengers. However, we recommend seating only 5 passengers for their comfort.
- Toilet facilities are available at the Camp
- The Tour is inclusive of International Buffet Dinner, Mineral Water and Soft Drinks.

**Overnight: Metropolitan Dubai / Hyatt Place, Al Wasl Dubai**

**Meals: Breakfast, dinner**

Breakfast at the hotel.

12:00 noon check out of the hotel and you will be picked up from the Dubai hotel for your departure transfer to Dubai Airport to board your flight for Muscat.

Arrive at Muscat Airport. After completion of your immigration formalities proceed to the exit hall of arrival terminal to meet your chauffeur standing with a name board.

Meet with the chauffeur and transfer to the hotel.



**Overnight: Crowne Plaza Muscat Hotel**

**Meals: Breakfast**

Breakfast at the hotel.

08:30 am, Pick up from Crowne Plaza Muscat **Hotel** and proceed to witness Muscat a modern commercial centre existing in harmony with its traditional culture. With its natural harbour, Muscat means “Anchorage” & lies in a natural volcanic bowl. Our tour of the Grand Mosque (except Friday) & Bait Al Zubair Museum (except Friday) is a brief introduction that traces Oman’s history and development. Drive along the waterfront Corniche



visiting the Fish Market & the colourful Muttrah Souq. We proceed for a photostop to the magnificent Al Alam Palace, official palace of His Majesty Sultan Qaboos flanked by the 16th century Portugese forts Mirani & Jalali. (Ladies fully covered and to carry a head scarf and men in trousers)

Afternoon at leisure.

**Overnight : Crowne Plaza Muscat Hotel**

**Meals: Breakfast**

**DAY 07**

**MUSCAT / NIZWA / MUSCAT**

Breakfast at the hotel.

Pick up from Crowne Plaza Muscat and proceed for a visit of Nizwa, capital of the interior, is the birthplace of Islam in the Sultanate of Oman. Nizwa boasts of the famous Round Tower Fort, built in the 17th century, and its Souq renowned for its Friday cattle auction, intricately hand-carved “Khanjars” (daggers) & ornamental silver jewellery.

En route to Jabrin , visit the Bahla Fort which has been declared as a World Heritage site. Jabrin, the finest of Oman’s castles built in the late 17th century, became a seat of Omani learning. The castle displays the highest achievement in Omani ceiling painting & beautifully executed woodcarvings. En route to Muscat visit the pretty village of Birkat Al Mauz situated at the foothills of Jebel Akhdar (Green Mountains). Enjoy a walk through its oasis and dense date plantations.



**Overnight: Crowne Plaza Muscat Hotel**

**Meals: Breakfast**

**DAY 08**

**DEPART MUSCAT**

**FLIGHT : TBA (NOT INCLUDED)**

Breakfast at the hotel.

12:00 noon, check out of the hotel. You will be picked up from you hotel for your departure transfer to Muscat Airport

END OF SERVICE



**INCLUDED:**

- Accommodation at the hotels mentioned above or similar to include currently applicable taxes
- Daily breakfast
- 1 dinner during sightseeing
- Arrival/departure transfers and sightseeing by standard private vehicles except during desert safari by shared vehicle and shared services
- Local English speaking driver/guide during sightseeing only
- Entrance fees to monuments per itinerary

**NOT INCLUDED:**

- Airfare and taxes on international and domestic sectors
- Visa and visa fees
- Insurance
- Items of personal nature like baggage portorage at airports/hotels, tips, gratuities, laundry, telephone calls, etc
- Any item not mentioned above

Terms and conditions as per Tourcan Vacations brochure 2020

A visa is required for entry into Oman.

	<b>00- 10 Days Visa</b>	<b>11- 30 DAYS</b>
<b>Pre-arranged Visa charges as currently applicable for Oman ( Includes The Visa charges, Administration fee and Visa deposit fee ) Requirements</b> - Blue background passport size photograph ( 4x6 cm ) - Clear color Scanned copy of Passport (front & Back Page ) passport should be Valid for 6 months from date of travel - Visa application duly filled	<b>US\$ 35 Per Person</b>	<b>US\$ 90 Per Person</b>

## TRAVEL IN UAE

---

### Language

Although Arabic is the official language of the UAE, English is widely spoken by the general population. Most airlines, hotels, malls and restaurants employ multi-lingual staff or crew who are conversant in Hindi, Urdu, Tagalog, Russian, French, German or Chinese, among other languages, besides English and Arabic. Taxi drivers are conversant in English, Arabic or Urdu/Hindi.

### Religion

Islam is the official religion of the UAE, which is widely practiced by Emirati nationals as well as expatriates originating from other Arab countries, Pakistan, Africa and India, amongst others. The UAE is tolerant of other religions and residents and visitors who profess a different faith are entitled to perform their religious duties.

### Climate

The UAE's climate is subtropical, with temperatures that vary from warm in the winter months to hot in the summer. Sunny blue skies prevail throughout the year and rainfall is infrequent. The weather in the UAE is most appealing in the period between November - (average 23° C/73.4° F) through March (average 22° C/71.6° F). The thermometer starts to climb in April, and continues to climb steadily to reach the Emirate's hottest month in August at an average temperature of 44.9° C/112.8° F; humidity can be high in the summer months.

### Currency and Foreign Exchange

The official currency of the UAE is the dirham (abbreviated to Dhs or AED), with each dirham divided into 100 fils. Dirham notes come in 5, 10, 20, 50, 100, 200, 500, and 1000 denominations, while coins come in Dhs 1, 0.5, 0.25, 0.10 and 0.05. The latter two denominations are rarely used. There is some limitation on the import of currency into the country. Cash exceeding Dhs 40,000 or its equivalent in foreign currency must be declared to airport customs control upon entry. The dirham is pegged to the US Dollar at the official exchange rate of Dhs 3.6725 to every US Dollar. There are no foreign exchange restrictions in place in the country, and foreign currency of almost any denomination is readily exchanged. Banks and money exchange bureaus can be found throughout Abu Dhabi, the latter located in most shopping malls and key locations. All major hotels will also readily exchange currency for guests.

Credit cards, such as MasterCard, Visa, American Express and Diners Club, are widely accepted in the UAE, as are traveler's cheques. ATMs typically provide the best exchange rates (even when factoring in possible currency exchange fees from your home bank), but traveler's cheques in either US Dollar or UK Pounds Sterling are recommended to avoid additional exchange rate charges.

### Dress Code

The dress code in the UAE is generally relaxed however visitors should take note not to wear excessively revealing clothing in public places, as a sign of respect for local culture and customs. Some Emirates adopt a more conservative dress code as well as some hotels. Swimwear is acceptable on the beaches and at hotel swimming pools.

### Weather requirements

Lightweight summer clothing is suitable for most of the year (summer, spring and autumn), though a light sweater or cardigan could be handy when visiting a shopping mall, hotel or restaurant where the temperature might be kept too low to counter the outdoor heat. Slightly heavier clothes are needed for the short winter season, especially in the evening.

## Health Concerns

**Vaccinations:** No special immunizations are required. Nevertheless, it is advisable to check beforehand if you are travelling from a health-risk area. Tetanus inoculations are usually recommended if you are considering a long trip. Polio has been virtually eradicated in the UAE and hepatitis is very rare and can be avoided by taking precautions. Hepatitis A is transmitted by contaminated food and water, Hepatitis B, C, D through sexual contact, the use of unsterilized needles and blood transfusions. All permanent residents undergo an annual medical check for HIV.

## Malaria

Since Malaria is not considered to be a risk, tablets are rarely prescribed for travel in the UAE. However if you are camping near the mountains or exploring wadis or date groves in the evening, ensure to cover up and use a suitable insect repellent.

## Sunburn

The sun can be fierce throughout the year so heatstroke and heat exhaustion are always a risk. Adequate sunglasses, hats, high-factor sun-screen creams and water are essential, especially for children.

## Medication

Individuals may bring medicine into the country for their personal use. Up to three months' supply of a prescription item can be brought into the country by a visitor and 12 months' supply by a resident if they can produce a doctor's letter or a copy of the original prescription. Narcotic items can only be brought into the UAE in exceptional cases with prior permission from the director of medicine and pharmacy control. These guidelines relate to medicines brought in by an individual through an airport or border crossing and medicines arriving by post.

Visitors must take care to ensure that medicines and medications prescribed in their home countries are not restricted before travelling to the UAE. The UAE Ministry of Health's Drug Control Department publishes a list of controlled medicines and medications. Visitors should contact the Ministry of Health drug control department to check whether their medication is on the controlled list, and needs prior permission for importation. The Customer Service Centre of the drug control department can be contacted by emailing [drugcl.csc@moh.gov.ae](mailto:drugcl.csc@moh.gov.ae), by telephone on +971 2 611 7240 or by fax +971 2 632 7644.

Hospitals and Medical Clinics: Health policies differ from emirate to emirate. The UAE's healthcare system consists of an extensive network of hospitals, clinics and medical facilities. Healthcare treatment in the UAE is not free for visitors. You or your insurance provider will be required to pay for treatment.

## Media

There are four daily English-language newspapers: The National; Gulf News; The Khaleej Times; and The Gulf Today. Many international newspapers and magazines are available in supermarkets and corner shops, and cost between 12 – 30 Dhs. All four papers are also available online.

**Mosques:** Mosques are generally accessible to non-Muslims at times other than the mid-day Friday prayer service. Sheikh Zayed Grand Mosque in Abu Dhabi explicitly welcomes non-Muslim visitors, who are expected to be respectful in dress and demeanor. Traditional clothing, the abaya and shayla, is provided to women at the Sheikh Zayed Mosque, and men wearing shorts will be provided with a dishdasha. It is advisable to call ahead or check with a tour guide as to the best visiting times, especially during the month of Ramadan.

## Ramadan

Ramadan is the holy month for Muslims. Muslim holidays are observed according to the lunar calendar, which is about 10 days shorter than the Western, or solar, calendar year. This means that Ramadan's occurrence shifts back by about 10 days each year. Islamic holidays are legal holidays in the United Arab Emirates. During Ramadan eating



of any kind, smoking and drinking liquids in open and public areas until the fast is broken at dusk (Iftar) is an offense. Many restaurants are closed until after sunset and those that are open will not allow food to be transported or served openly.

## **Eid**

Eid al-Fitr, also known as 'The Smaller Eid' is the three-day celebration that marks the end of Ramadan. The exact day of the Eid may vary from country to country due to the Lunar cycle and the sighting of the moon.

Eid al-Adha is one of the two most important Islamic observances, beginning on the 10th day of Dhu'l-Hijja, the last month of the Islamic calendar. Lasting for four days, it occurs at the conclusion of the annual Hajj, or pilgrimage to Mecca. Muslims all over the world celebrate, not simply those undertaking the Hajj, which for most Muslims is a once-a-lifetime occurrence.

## **Telecommunications**

The UAE is a modern country and telephone and internet services in its cities are of a high standard. The main government service provider is Etisalat ([www.etisalat.ae](http://www.etisalat.ae)). Visitors can get connected with a temporary SIM card on a pay-as-you-go basis. Calls and text messages are cheaper than in many western countries, even for overseas calls.

## **Time Difference**

GMT +4 four hours

## **Electricity**

The electricity supply is 220/240 volts at 50 Hz. British-style square, three-pin sockets are standard. Most hotels can supply adapters but visitors should bring one just in case.

## **Conduct**

The United Arab Emirates is a moderate and progressive Muslim state, and many non-Muslim beliefs and ways of life are tolerated and accepted. However, there are some rules of which every resident and visitor should be aware.

## **Alcohol**

It is against the law for Muslims to drink alcohol. Each emirate has its own rules regarding alcohol consumption. Non-Muslims may legally drink only in specified locations which have licenses, such as restaurants located within hotels, or through purchase of alcohol on the basis of a liquor license, obtainable under strict conditions. Drunkenness is a serious offense in the UAE and there is a zero tolerance policy for driving after consuming alcohol.

## **Drug Possession**

The UAE adopts a zero tolerance policy for the possession of illicit drugs. Drug possession and trafficking are extremely serious offenses, with offenders receiving penalties for prohibited substances, regardless of the amount. Blood and urine samples can be taken for those suspected of drug offences.

Public Displays of Affection: Public shows of affection, regardless of marital status, are ill-advised, and can cause offense. If a complaint is made against you, the outcome may lead to criminal charges. Cohabitation outside of marriage is illegal.

## **Taking Photographs**

Normal tourist photography is acceptable in the UAE but visitors should avoid photographing women without their permission. It is forbidden to photograph military, government and airport buildings and facilities.

## **Tipping**

Many restaurants add a service charge, which is incorporated into the customer's bill. An additional courtesy tip (customarily around 10 percent) for good service is appreciated. Taxi drivers appreciate it when one is provided.



## آداب المسجد ضوابط اللباس

### MOSQUE MANNERS DRESS CODE

	ALLOWED	مسموح
	NOT ALLOWED	غير مسموح
PLEASE ADHERE TO		
يرجى		

المحافضة على الهدوء  
SILENCE

عدم التدخين  
NO SMOKING

إطفاء الهواتف المتحركة  
SWITCH OFF MOBILE PHONE

عدم إدخال الأطعمة  
NO FOOD, NO DRINKS

• No transparent (see through) clothing.

• No shorts and skirts

• No sleeveless shirts

• No clothing with profanity

• No tight clothing, no swimwear and no beachwear

• يرجى عدم ارتداء الملابس الشفافة

• يرجى عدم ارتداء الملابس والتنانير القصيرة

• يرجى عدم ارتداء قميص بدون أكمام

• يرجى عدم ارتداء ملابس برسومات غير لائقة

• يرجى عدم ارتداء الملابس الضيقة أو ملابس السباحة

## CONTACT INFORMATION:



### TOURCAN VACATIONS

245 FAIRVIEW MALL DRIVE • SUITE 603 •  
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

## 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 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.