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EXPLORING SOUTH AFRICA - ITINERARY

15 Days / 14 Nights
2022 Valid till: August 4th Various Arrival Dates



EXPLORING SOUTH AFRICA

VISITING: CAPE TOWN, GARDEN ROUTE, JOHANNESBURG, KRUGER NATIONAL PARK & MPUMALANGA

DAY 1: FRIDAY ARRIVAL IN CAPE TOWN



Upon arrival off your international flight, you will be met by a transfer representative, who will assist you to your transfer vehicle. An English speaking driver will then transfer you from Cape Town International Airport to Southern Sun Waterfront Cape Town, where you will overnight for 3 nights.

Cape Town is addictive and inspires discovery and has been voted as the best place in the world to visit by the prestigious New York Times. This vibrant multicultural city is a healthy mix of urban and convenient living, “vibey” day and night spots, nature and relaxation as well as the ocean and white sand beaches at your fingertips. Ride the revolving cable car to the sky on Table Mountain; shop at the V&A Waterfront, one of Africa’s premier shopping destinations; stand on the edge of the world at Cape Point or delve into South Africa’s past at Robben Island, the prison that once held one of the world’s greatest heroes, Nelson Mandela. The “Mother City”, the “Green City”, the “Tavern of the Seas”...whatever name you give it, it stays beautiful and beckons to be explored—the more, the better.

OVERNIGHT: ACCOMMODATION AT SOUTHERN SUN WATERFRONT CAPE TOWN IN A STANDARD ROOM

MEALS: BREAKFAST

DAY 2: SATURDAY CAPE TOWN

Today you will be collected from your hotel for your Scheduled Guided Half Day Morning Table Mountain & City Tour.

Drive past famous landmarks such as the Castle of Good Hope built in 1666, City Hall, and the Grand Parade. Driving through famous Adderley Street, we will see St. George's Cathedral: The Anglican Diocese of Nobel Peace Laureate Archbishop Desmond Tutu. Pass the Company Gardens and the Malay Quarter which is situated on the slopes of Table Mountain where slaves were settled. Continue to join a sparkling tour, witness the art of diamond cutting and the careful craftsmanship of jewellery manufacturing by skilled experts. You will be offered the option of continuing to Table Mountain, where you can ascend to the top (weather permitting) by the revolving cable car (for own account). Here you'll see phenomenal views, including Robben Island.



Visit to the Castle of Good Hope (time permitting).

Table Mountain (weather permitting).

Guests will take a trip to the top of the world, high above the clouds on the famous Table Mountain. Table Mountain is an icon in Cape Town and is most likely the most photographed landmark in the country. Table Mountain has been named as one of the seven wonders of nature and attracts millions of visitors from all across the globe, in fact, since the opening of the aerial cableway in 1929; more than 22 million people have taken the trip to the top. At the upper cable station, guests will find a restaurant and a curio shop as well as some footpaths for exploration.



You will be returned to your hotel afterwards for the rest of the day to be spent at leisure.

OVERNIGHT: ACCOMMODATION AT SOUTHERN SUN WATERFRONT CAPE TOWN IN A STANDARD ROOM

MEALS: BREAKFAST

DAY 3: SUNDAY CAPE TOWN

Today you will be collected from your hotel for your Scheduled Guided Full Day Cape Highlights Tour.

This combination tour offers the highlights of Cape Point and the Cape Winelands. The tour includes a scenic drive along the Atlantic Coast and Cape Point Nature Reserve with its variety of fauna and flora. The reserve is one of the world's largest breeding grounds for tortoises and is nothing short of a spectacular sight with its stone cliffs, fynbos, beautiful bay and beaches. It is a natural

wonderland. Following the coastline along False Bay, we'll continue to the Stellenbosch Winelands, the oldest and most distinguished of all the wine routes in the famous Cape Winelands, for a wine tasting before returning to Cape Town. Tour might include a trip back to Cape Town to collect additional guest for the second half of the tour. Tour may be operated in reverse direction.



You will be returned to your hotel afterwards for the rest of the day to be spent at leisure.

OVERNIGHT: ACCOMMODATION AT SOUTHERN SUN WATERFRONT CAPE TOWN IN A STANDARD ROOM

MEALS: BREAKFAST

DAY 4: MONDAY CAPE TOWN – MOSSEL BAY

Today you will be collected from your hotel for your Scheduled Guided South Africa Explorer overland tour.

This morning you will be met by your tour guide and depart for the scenic Garden Route. Travel along Sir Lowry's Pass, with its magnificent views, to Grabouw and Elgin, a lush landscape surrounded by majestic mountains. Our journey continues to Cape Agulhas, the southernmost tip of Africa, where the Atlantic and Indian Oceans meet. The area has largely been untouched and unexplored with its rugged coastline being the graveyard for many a ship. The historic Cape Agulhas Lighthouse is considered the icon that signifies the tip of Africa. After this thrilling experience, we continue via historic Swellendam, the third oldest town in South Africa, to Mossel Bay, from where the Garden Route extends to the Storms River in the east.

OVERNIGHT: DIAZ HOTEL & RESORT OR SIMILAR

MEALS: BREAKFAST

DAY 5: TUESDAY MOSSEL BAY – OUDTSHOORN

After breakfast we continue our journey to Oudtshoorn, the ostrich capital of the world and home to the spectacular limestone caverns of the Cango Caves. Visit an Ostrich Farm for a guided tour. Enjoy a wine tasting at a local wine estate before setting off on a tour of the Cango Caves, one of the world's great natural wonders, sculpted by nature through the ages.



OVERNIGHT: LA PLUME GUEST HOUSE OR SIMILAR

MEALS: BREAKFAST & DINNER

DAY 6: WEDNESDAY OUDTSHOORN – KNYSNA

After breakfast, travel over the Outeniqua Pass to George, the sixth oldest town in South Africa, with many historical landmarks like the Slave Tree and King Edward VII Library building; said to be the best example of Edwardian architecture in the town. The tour travels via Wilderness, an attractive holiday resort to Knysna, known as the oyster box of South Africa, nestling on the banks of a beautiful lagoon in the heart of the Garden Route. Enjoy a lagoon cruise to the Featherbed Nature Reserve (weather permitting), where you can take a trailer ride to the top of the Western Head to enjoy panoramic views of the town and lagoon, returning for lunch. The afternoon is at leisure to further explore this charming town set around a natural harbour lagoon.



OVERNIGHT: REX HOTEL OR SIMILAR

MEALS: BREAKFAST & LUNCH

DAY 7: THURSDAY KNYSNA

Today you'll have the opportunity to explore the natural beauty of the Knysna area. Your journey will include a visit to the Garden of Eden, set in the lush, green, indigenous Knysna forest. The major attraction is the forest itself, beautiful yellow wood trees, thick green foliage and streams. Afterwards you'll have the opportunity to visit Monkeyland Primate Sanctuary, where you will be able to see a variety of primates, roaming free in the forest. The sanctuary is well known for its efforts to rehabilitate and free previously caged primates. The tour continues to the famous Eastern Head, where you will enjoy spectacular views of the Knysna Heads (weather permitting). Afterwards you'll travel to Brenton on Sea, a breath-taking holiday location and a nature lover's paradise with its unspoilt beaches and peaceful surroundings. The remainder of the afternoon will be at leisure.



OVERNIGHT: REX HOTEL OR SIMILAR

MEALS: BREAKFAST

DAY 8: FRIDAY KNYSNA – TSITSIKAMMA

Travel to Plettenberg Bay, the jewel of the Garden Route, before visiting Birds of Eden sanctuary, the biggest single free flight aviary in the world. The sanctuary was developed to create a safe environment in which to release a large collection of free-flight African birds. Our journey continues to Bloukrans Bridge, the highest single span arch bridge in the world, currently offering the highest commercially operated Bungy Jump in the world. Visit the



Tsitsikamma National Park and Storms River Mouth (weather permitting). The Tsitsikamma National Park incorporates 80 km of rocky coastline with spectacular sea and landscapes, a remote mountainous region with secluded valleys covered in mountain Fynbos and temperate high forests with deep river gorges leading down to the sea.

OVERNIGHT: TSITSIKAMMA VILLAGE INN OR SIMILAR

MEALS: BREAKFAST & DINNER

DAY 9: SATURDAY TSITSIKAMMA – PORT ELIZABETH – JOHANNESBURG

Head eastwards along the Tsitsikamma Forest to Port Elizabeth, known as the “friendly city” with a wonderful climate. Travel to Port Elizabeth Airport for an onward flight to Johannesburg, where you’ll be met and transferred to your hotel.

The remainder of the day is yours to relax.

OVERNIGHT: HOLIDAY INN SANDTON OR SIMILAR

MEALS: BREAKFAST

DAY 10: SUNDAY JOHANNESBURG

Spend a full day exploring Soweto and surrounds. The tour starts with a visit to the prestigious Apartheid Museum, located in Johannesburg’s Ormondo suburb. The museum covers the full history of the Apartheid era in South Africa. From here you will continue to Soweto for a tour through this vibrant township. You will visit the Hector Peterson Memorial that



commemorates the role of the country’s students in the struggle against Apartheid. Continue to the Liliesleaf Heritage Site for a tour. Once known as Liliesleaf Farm this fascinating heritage site is closely linked to the Rivonia Treason Trial that led to Nelson Mandela’s incarceration. In the early 1960’s Liliesleaf was a sanctuary where most prominent leaders of South Africa’s struggle against Apartheid sought shelter, attended secret meetings and engaged in key debates on political and military policy and strategy. You will learn in detail what happened during those days and the ultimate arrest of Nelson Mandela.

OVERNIGHT: HOLIDAY INN SANDTON OR SIMILAR

MEALS: BREAKFAST & DINNER

DAY 11: MONDAY JOHANNESBURG

Enjoy a full day at leisure and unescorted. Perhaps join a tour to Maropeng, the Cradle of Mankind (optional and for own account) or enjoy some shopping at Nelson Mandela Square, home to a variety of shops and boutiques catering for all tastes and budgets.

OVERNIGHT: HOLIDAY INN SANDTON OR SIMILAR

MEALS: BREAKFAST

DAY 12: TUESDAY JOHANNESBURG - KRUGER NATIONAL PARK

This morning you will be collected from your hotel, heading east to the Mpumalanga region. After freshening up at your lodge enter the world famous Kruger National Park and spend the afternoon game viewing in your open vehicle. The park offers some of the best game viewing and wildlife opportunities in the world – and you'll soon appreciate the challenges of managing this unique reserve. After an action packed afternoon in the Kruger Park, enjoy authentic cuisine from the region, around a cosy campfire at your lodge.



from the region, around a cosy campfire at your lodge.

OVERNIGHT: PROTEA HOTEL KRUGER GATE OR SIMILAR

MEALS: BREAKFAST & DINNER

DAY 13: WEDNESDAY KRUGER NATIONAL PARK

The day begins with early morning coffee or tea, followed by a thrilling open vehicle game drive (with English speaking game ranger) through Kruger National Park with pre-packed breakfast. Your guide will endeavour to spoil you with sightings of the 'Big Five', general game and prolific bird life. Return to the lodge for lunch (own account) and a short siesta. In the afternoon we will journey once again through the magnificent expanses of the Kruger National Park, unrivalled in its diversity of flora and fauna. Enjoy an afternoon of game viewing in your closed touring vehicle pursuing the Big Five and other rare and endangered species.



This afternoon enjoy an open vehicle Game drive. Spend time with one of our qualified guides in the African bush learning about the diverse African wilderness and go in search of wildlife, including the "Big Five". Enjoy a breath-taking experience in the wonderful Kruger National Park, home to prolific birdlife and numerous other game. Return to the lodge for a dinner of African specialities, served outdoors by the light of a campfire.



OVERNIGHT: PROTEA HOTEL KRUGER GATE OR SIMILAR

MEALS: BREAKFAST & DINNER



DAY 14: THURSDAY MPUMALANGA

Enjoy breakfast before setting out to explore the magnificent Panorama Route, one of the most scenic routes in the region, offering glorious views, spectacular landscapes and exquisite waterfalls. Visit majestic sights including God's Window, the Three Rondavels and Blyderiver Canyon – the third largest canyon of its kind in the world, Bourke's Luck Potholes and the charming village of Graskop, one of the first gold mining camps in the country. Return to your lodge for a delectable buffet Boma Dinner, served under the light of the stars.



OVERNIGHT: PROTEA HOTEL KRUGER GATE OR SIMILAR

MEALS: BREAKFAST & DINNER

DAY 15: FRIDAY MPUMALANGA – JOHANNESBURG

Enjoy breakfast before starting the return journey to Johannesburg. Arrive in Johannesburg, at OR Tambo International Airport, at approximately 14h30, where the tour ends on arrival.

MEALS: BREAKFAST

Bon Voyage...!

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

INCLUSIONS:

- Transfers as per itinerary
- Accommodation and meals as per itinerary
- Tours and sightseeing as per itinerary
- Entrance fees to sightseeing venues as stated in the itinerary above
- Domestic flight Port Elizabeth to Johannesburg

EXCLUSIONS:

- International Airfare (Available on request)
- Optional sightseeing
- Meals not included
- Transport not included
- Porterage
- Gratuities for meals, tourist guides, drivers, game rangers and trackers
- Personal expenses such as alcoholic and other beverages, telephone calls and laundry
- Any other services not mentioned above

IMPORTANT INFORMATION:

- Canadian & USA Citizens do not require a visa to enter South Africa.
- All passports must be valid for at least 6 months after your return AND must have two blank pages side by side for South African immigration.
- Anti-malaria protection required, please consult your health clinic or doctor.
- Contact your local health clinic to determine if any other inoculations are required.
- Comprehensive travel insurance is highly recommended.

CONTACT INFORMATION:



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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.

26. I understand that the Quarantine Act is in place by the Government of Canada, which is subject to change or to be extended at any time. This requires me to legally self-isolate for 14 days upon re-entering Canada, unless participating in a Government authorized Rapid Test Project (which is subject to its own rules). I also understand that entry requirements for the country I am travelling to may change at any time without notice and it is my sole responsibility to inform myself of such requirements. Entry requirements may also include providing proof of a negative COVID-19 test upon arrival.

For travel arrangements including a flight, I understand that the airlines and Government regulatory bodies (including Transport Canada) have put measures in place to determine whether I am able to fly. If I am denied boarding, I understand that all expenses will be solely mine to incur with no refunds or credits offered by the Travel Agency, Airline or Travel Operator(s).

I understand that I may be asked the following while travelling abroad from government officials, immigration, airlines, hotels and other travel operators:

- a. Asked to confirm that I have been advised that the carrier may impose COVID-related measures, and I agree to comply.
- b. Asked Covid questions such as if I have a cough/fever/runny nose, breathing problems, or been denied boarding within the past 14 days, or been subject to a mandatory quarantine order.
- c. I may be scrutinized for symptoms such as fever/cough/runny nose, breathing problems, and denied boarding if any are perceived, regardless the answers given to the questions.
- d. I am obliged to wear a face covering when boarding, flying and disembarking (subject to some exceptions, e.g., when eating), and comply with instructions from a gate agent or cabin crew, failing which I can be denied boarding and/or subject to a fine.

If flying into Canada, my temperature will be taken by the carrier unless in possession of a medical certificate attesting that the elevated temperature is due to something other than COVID.

I understand that any denied services due to failure to comply with carrier or operator rules and any expenses I incur due to a result of denied services are solely my own expense and I will not hold my Travel Agency or travel specialist financially or legally responsible.

I confirm that I have reviewed all travel restrictions and notices put forth by the Government of Canada as found on <https://travel.gc.ca/> [travel.gc.ca] and understand that the restrictions can change at any time.

I understand that as of November 21, 2020 it is mandatory to participate in the ArriveCAN program when returning to Canada:

As part of Canada's efforts to reduce the spread of COVID-19, air travellers must provide travel and contact information, their quarantine plan, and a COVID-19 symptom self-assessment digitally using ArriveCAN before they board their flight to Canada. Land or marine travellers are also strongly encouraged to use ArriveCAN to reduce processing time at the Canadian border and limit points of contact between travellers and officials.

Travellers are also required to provide certain information within 48 hours of entering Canada. Certain exemptions apply for exempt travellers. See Canada.ca/ArriveCAN [Canada.ca] for more details.

I also understand that I am subject to the local laws and restrictions put forth by the Government officials in any and all countries that I am visiting during these travel arrangements and they are subject to change at any time.