



HIGHLIGHTS OF COLOMBIA ITINERARY

8 DAYS / 7 NIGHTS

VALIDITY: 15 Oct 2021 – 10 Nov 2022

VISITING: Bogota, Medellin & Cartagena



HIGHLIGHTS OF COLOMBIA ITINERARY



DAY 1: WELCOME TO BOGOTÁ, COLOMBIA

Private transfer from Bogotá airport (BOG) to hotel - with Bilingual guide.

Colombia's pulsating capital is a nine-million-metropolis that stretches over 40 km from north to south and 20 km from east to west. Located centrally in the country and on 2650 meters above sea level, Bogotá indeed is the raised and rising economic and industrial powerhouse of the country. The national legislature, the Supreme Court of Justice, and the residence of the President of the Republic (Casa de Nariño) reside here, surrounding the grand Plaza de Bolivar in Bogota's picturesque historic center. Here in "La Candelaria" colourfully painted colonial buildings house excellent museums and galleries, libraries and cafés, all set against the spectacular backdrop of the Andean mountains east of the city. The Monserate Church and the Virgin of Guadalupe reside up here on the mountain tops and watch over Bogota. They offer the best views across the maze of buildings, buses and barrios, showcasing the eclectic mix of historic and modern and an increasingly cosmopolitan city.



OVERNIGHT: Hotel de La Opera (3 nights) Standard Room Colonial

DAY 2: BOGOTÁ - MONSERRATE - ZIPAQUIRÁ - BOGOTÁ

Full Day City Tour Incl. Gold Museum, Monserrate & Zipaquirá - with Bilingual guide.

This guided tour takes us on a journey through time from Bogota's colonial era to modern day urban life. Starting at the grand Plaza de Bolivar and the surrounding government buildings we continue to La Candelaria, Bogota's historic quarter, and to Bogota's oldest church, the Iglesia de San Francisco. At the world-famous gold museum, we go back in time even more, admiring over 30.000 exhibits of pre-Columbian gold artifacts (closed on Mondays). We then seek higher grounds with an exhilarating cable car ride to Monserrate Hill, which offers spectacular views of the nine-million-metropolis and the surrounding high plains. Our excursion continues by leaving the big city behind to visit a true masterpiece of ecclesiastical "architecture": the unique salt cathedral of Zipaquirá. This impressive cathedral of was carved out of a salt mine 120 meters below the ground in the fifties. We finish our visit with a stint to the village of Zipaquirá itself. Located about 50 km north of Bogotá it offers enchanting sights as we walk across its main square.

ATTENTION: On Sundays Monserrate is very busy and there might be long queues. Alternatively, the guide will take you by private transport to the mountain Guadalupe, at 3.300 m or to the Calera, where you get to enjoy the view of Bogota..

OVERNIGHT: Hotel de La Opera | Standard Room Colonial

MEALS: Breakfast

DAY 3: BOGOTÁ

Half Day shared Walking Tour Graffiti of Bogotá - with Bilingual guide

Bogotá is considered one of the world's 'graffiti-capitals'. The megacity's old town La Candelaria teems with facades covered with graffiti from different artists. The dominant socio-critical topics are represented within the scope of the so-called APC-themes 'Animals, Power, Culture' and tackle several socially controversial issues including human rights, animal rights, unequal power relations or current political and social themes in conflict regions across the world. This graffiti tour is a fascinating way to get to grips with South America's vibrant street art



scene and the different techniques. The tour also shines a light on a variety of historical and societal topics and should be appealing to many - not just to the younger audiences. The SIB tour starts every day at 10am and 2pm. The meeting point is the 'Parque de los Periodistas' in the centre of Bogotá.

OVERNIGHT: Hotel de La Opera | Standard Room Colonial

MEALS: Breakfast

DAY 4: BOGOTÁ - MEDELLÍN

Private transfer from hotel to Bogotá airport (BOG) - with Bilingual guide. Private transfer from Rionegro airport (MDE) to hotel - with English speaking guide. Transfer time aprox. 40 min.

Medellín, the capital of the departament of Antioquia, is located in northwestern Colombia and



lies cradled in the Aburra Valley, bisected by the Medellín River which runs north to south. With its year-round warm temperatures, it is also known as the “City of Eternal Spring”. It’s population is about 3 million, which makes it the second largest city of the country. In addition, the city stands out as one of the major cultural centres in Colombia: It hosts numerous nationally and internationally recognized events such as the Flower Fair and the International Poetry Festival.

Half Day city tour History of Transformation - with English speaking guide

A little more than 20 years ago, Medellín was one of the most dangerous cities in the world. In the early nineties the hunt on drug kingpin Pablo Escobar, the head of the Medellín Cartel, reached its peak. Shot dead on a roof by special operation forces, the reign of “El Patrón” came to its end. Until the turn of the millennium the struggles with Escobar's successor continued and from 2002 Medellín gradually began to change for the better. Smart local politicians successfully started to invest heavily in infrastructure and public education. Today the “City of Eternal Spring” is considered one of the most innovative metropolises in the world. We embark on a fascinating tour to settings of Medellín's past and present and learn about the transformation of a moloch once doomed to a city now deemed. Duration: approximately 4 hours.

OVERNIGHT: Hotel Diez Medellín (2 nights) Standard Room

MEALS: Breakfast

DAY 5: MEDELLÍN - EL PEÑOL - GUATAPÉ - MEDELLÍN

Full Day Visit to El Peñol & Guatapé in Public Transport - with English speaking guide.

The Municipality of Guatapé and La Piedra del Peñol are 2 of the most important tourist places in the Surroundings of Medellín, located approximately 2 hours from the city, become one of the most visited places by tourists and the inhabitants of the City, for the fantastic country landscape, which contrasts with a stone of great height (297 meters) in the middle of a dam that generates great amount of the country's electric power and one of the most picturesque villages of the country.

After picking up the tourists at the hotel, a transport is taken, which may include the Metro system depending on the hotel from which you depart to the north buses terminal. After a 2-hour journey and passing through the new town of Peñol, a fundamental starting point to discover the past, present and future of this beautiful area and along the front of Piedra del Peñol.

Finally, we arrive at the town of Guatapé famous for the details of the Zócalos of their houses, where we take a tour in Mototaxi through its streets and continuing in the mototaxi we visit the majestic Piedra del Peñol, there we will have a panoramic view of the reservoir of Guatapé - Peñol and those who wish will be able to climb to the top of the Piedra del Peñol on a journey of more than 600 stairs (climb included) and then return back to the Town. In Guatapé you can also have time to take a tour on a typical boat (not included), enjoy the beautiful scenery, fly above the dam on the cable flight (not included) or just enjoy the craft stalls and the life of the boardwalk of Guatapé. To finish, you return to the city using the same means.

OVERNIGHT: Hotel Diez Medellín | Standard Room

MEALS: Breakfast

DAY 6: MEDELLÍN - CARTAGENA

Private transfer from hotel to Rionegro airport (MDE) - with English speaking guide. Transfer time aprox. 40 min. Private transfer from Cartagena airport (CTG) to hotel - with English speaking guide. Transfer time aprox. 15 min.

Half Day City tour Cartagena (group excursion) - 2pm all days, Spanish / English speaking guide.

Once all the passengers have been picked up the City Tour starts by visiting Fort of San Felipe de Barajas, the biggest military construction ever built by the Spanish in their colonies. On this walk of approx 1 hour we can appreciate this masterpiece of military architecture in coral stone and get a good idea about the defense strategy of the city. Afterwards we continue with a visit to the Convento San Pedro Clavér Museum, former Jesuit Cloister 1605 and home of the "Slave of the Slaves ". To finish, we will have a walking tour of approx 2 hours to the most beautiful squares, churches and streets of the Historical Center. Tour is shared with other travelers (SIB).



LA POPA CONVENT: In this variation, after visiting the San Felipe Fort and before heading to the Historical Center, there is a visit to the Cerro de La Popa, an old Augustinian convent located 150 meters high the highest point of the city This variation is performed instead of the visit to the San Pedro Claver Museum and it is done only in case of small groups.



Includes: Collective air-conditioned transportation to/from Hotel in downtown or Getsemaní, entrance fees, Bilingual guidance (English/Spanish), insurance, taxes.

Duration: 4 hours **Availability** daily **Start time** 2:00 p.m. (collecting anytime from 1 pm to 2 pm).

OVERNIGHT: Hotel Boutique Bovedas de Santa Clara (2 nights) Deluxe Room City/Garden view

MEALS: Breakfast

DAY 7: CARTAGENA - ISLA DEL ENCANTO - CARTAGENA

Full Day Excursion Isla del Encanto - group excursion - transfer Hotel - Dock, transport by boat and lunch included.



Our departure takes off in speed boat from the "Muelle de La Bodeguita" towards "Rosario Islands" and Isla del Encanto at 08:30 aprox. Now we have time to swim or relax on the small island with white sandy beaches awaits you. After lunch (buffet: Fish, meat or chicken, fresh vegetables, Coconutrice, 1 non-alcoholic drink and a great dessert is served) we will have more time to relax, swim or snorkel. In the afternoon we return to Cartagena. (Trip will be conducted in the company of an international group of tourists, under the supervision of a bilingual guide. Please note that there's no individual tourguide on board just a general one for the whole group).



Includes one-way transportation from hotels in Centro Historico, Bocagrande to the Bodeguita dock (collected from 8:00 a.m.)

DEPARTURE TIMES IN SPEED BOATS TO THE HOTEL ISLA DEL ENCANTO:

- * Pick up at the hotels (Bocagrande, Centro and Zona Norte): From 8:00 a.m.
- * Meeting at La Bodeguita Pier: 08:00 - 08:30 a.m.
- * Departure to the Island: 09:00 - 09:10 a.m.
- * Return from the Island to Cartagena: 03:00 - 03:30 pm

Important information regarding the boat transfer:

*Avoid the consumption of seafood in places other than the Hotel or from the hands of natives. The Island does not have a hospital for medical attention or emergencies, in case of any emergency (intoxication or allergy), the response time will be subject to the attention of the coastguards.

*The boat trip will take approx. 1 hour one way. Especially on the way back in the afternoon the sea can rough, causing movements in the boat. The boat trip is not allowed for pregnant women. Also you might get wet during the boat trip.

*If you have any health condition, which may be affected by this movement, do not take this tour. Neptuno / the Hotel does not assume responsibilities in case of health impairment.

Port Taxes

Private transfer from La Bodeguita deck to Hotel - with English Speaking guide.

OVERNIGHT: Hotel Boutique Bovedas de Santa Clara | Deluxe Room City/Garden view

MEALS: Breakfast & Lunch

DAY 8: DEPARTURE FROM CARTAGENA

Private transfer from hotel to Cartagena airport (CTG) - with English speaking guide. Transfer time aprox. 15 min.

MEALS: Breakfast

****END OF SERVICES****

Wishing you an incredible journey to Colombia!

ACCOMMODATION				
Area	Hotel	Website	Room type	Category
Bogotá	Hotel de La Opera	www.hotelopera.com.co	Standard Room Colonial	First Class ****
Medellín	Hotel Diez Medellín	www.diezhotel.com	Standard Room	First Class ****
Cartagena	Hotel Boutique Bovedas de Santa Clara	www.bovedasdesantaclara.com	Deluxe Room City/Garden view	First Class ****

INCLUSIONS:

- Arrival and departure transfers.
- Hotel accommodation per itinerary or similar.
- Sightseeing in Cairo on a private basis.
- Sightseeing during Nile Cruise on a shared basis.
- Domestic flight tickets from Cairo to Luxor and from Aswan to Cairo.
- All services indicated in the above itinerary
- All transfers and transportation in good, well-equipped vehicles: automobiles, vans and buses
- Overnight in the mentioned hotels or similar, including meals as indicated
- Bilingual local travel guides
- All other services mentioned in the program: walks, excursions, meals, etc.
- Personal travel documents and useful welcome gifts
- 24 hours emergency service
- Entrance fees
- Domestic Flights

EXCLUSIONS:

- International flights
- Personal expenses and tips
- Services not mentioned in the program
- Departure taxes

COLOMBIA TRAVEL TIPS

Colombia is no longer a destination for just daredevils, this extraordinary country has battled decades of civil turmoil to emerge as one of South America's hottest new destinations. It is jammed with unspoiled mountains, coastline and jungle, not to mention stunning archaeological sites and vibrant culture.

Ten years ago, Colombia was famous only for its drug dealers, left-wing guerrilla groups and paramilitaries. But with the militant groups now at their weakest point in decades, this beautiful country is enjoying a travel renaissance with more and more tourists emboldened to visit.

And they are finding much to explore. Natural attractions include rippling mountains, expanses of the Amazon Basin, large lakes, vast plains and a Caribbean coastline that twinkles with azure water. Meanwhile man-made wonders include lost cities, fabulous pre-Columbian sculpture and colourful colonial houses adorn the towns.

Until now, Colombia has received relatively few travelers in comparison with other South American nations, and visitors can expect an unfeigned welcome and genuine curiosity from its people.

Geography

Colombia is situated in South America, bordered by the Caribbean and the Pacific Ocean, Panama, Ecuador, Peru, Venezuela and Brazil. The Andes Mountains extend into the country in three ranges running south to north, dipping finally into the lowlands of the Caribbean coast.

Along the southern Pacific coast run marshy lowlands and rugged low mountains. The south western coastal lowlands extend in a trough running from the port of Buenaventura to the Caribbean. East of this rise the slopes of the Western Cordillera which, with the Central Cordillera range, runs north to the Caribbean lowlands from Ecuador. Further north lays the fertile Cauca Valley, which becomes a deep gorge running between the Cordilleras to the Caribbean lowlands.

The Eastern Cordillera, the longest range, rises north of the Ecuadorian border and runs north then northeast towards Venezuela. Flat grassy prairies in the east along with the jungles and towering rainforests of the Amazon make up over half the country's area. Colombia also claims two small islands, San Andrés and Providencia, located 700km (430 miles) north of the coast.

Bogotá

The capital, founded in 1538, is the largest city and situated almost in the center of the country at an altitude of 2600m (8600ft). Bogotá reflects a blend of Colombian tradition and Spanish colonial influences. Many historical landmarks have been preserved, such as the Capitol Municipal Palace and the cathedral, the Capilla del Sangrario, on the main square, the Plaza Bolivar.

Bogotá also contains the Gold Museum, with its unique collection of over 100,000 pre-Colombian artworks. Around 50km (32 miles) south of Bogotá lies Zipaquirá, an area well-known for its many salt mines, one of which contains the famous Salt Cathedral (capable of accommodating 8400 people). Guatavita, a two-hour bus drive from Bogotá, is best known for its Laguna de Guatavita, the ritual center and sacred lake of the Muisca Indians.

Cordillera

Medellín

Colombia's second city is the capital of the state called Antioquia and has over 1.5 million inhabitants. The city lies 1300m (4264ft) above sea level in a narrow valley of the central mountain range. It is primarily industrial, and is the center of the coffee and textile trades. The region has acquired a reputation for violence owing to the war between the Government and the drug barons.

Cali

It is said to be the world's capital of Salsa and is the center of the principal sugar-producing region of the country, where modern technology blends with colonial tradition. Deposits of coal and precious metals are found in this area.

Barranquilla

A busy port and Colombia's fourth city, Barranquilla is located towards the mouth of the Magdalena River. It is the nation's main maritime port and is one of the country's primary commercial centers. There is a colorful market in a side channel of the Magdalena.

Caribbean Coast

The main tourist resorts on Colombia's 1600km- (1000 mile-) long Caribbean coast lie near Santa Marta, one of the first major cities founded by the Spanish in South America. Its modern hotels, white beaches and proximity to fashionable beach resorts now make it a popular base for visitors wishing to explore the coast. The Tayrona National Park, some 35km (22 miles) south of Santa Marta, is one of the country's most popular parks. Its major attraction is its deep bays, shaded with coconut trees, beautiful beaches and several coral reefs. Cartagena, an ancient walled fortress city on the north coast, is also worth a visit, particularly for its fascinating Old Town. Tourist facilities have been considerably developed in recent years, particularly at El Laguita, an L-shaped peninsula, now packed with hotels and expensive restaurants. Some 35km (22 miles) west lie the Islas del Rosario, an archipelago of about 25 small coral islands now declared a national park. Cruises and tours are widely available and can be booked in Cartagena. Easily reached from Cartagena, by plane or boat, are the islands of San Andrés and Providencia, nearly 500km (300 miles) north of the Colombian coast. San Andrés was once the headquarters of the English pirate Captain Henry Morgan, the scourge of the Caribbean. The islands are duty-free, and consequently often crowded, but there are still several less spoilt parts. Popular excursions include visits by boat to Johnny Cay and the Aquarium.

The Amazon Basin

Almost one-third of Colombia's territory is covered by the Amazon Basin, an area of thick tropical forest in the southeast, with no roads and inhabited mostly by Indians. The most popular base for tourists wishing to explore the area is Leticia, a small town with well-developed tourist facilities, located on the banks of the Amazon River and close to the border with Brazil and Peru. Jungle trips, notably to the nearby Amacayu National Park, are widely available and often include visits to Indian tribes.

Elsewhere

Colombia has much to offer those interested in archaeology. San Agustín Archaeological Park contains a great number of relics and massive stone statues. The traditional city of Popayan is the birthplace of many of Colombia's most illustrious statesmen. As well as containing many fine colonial houses and churches, it is also noted for its Holy Week procession.

Tierradentro, in the southwest of the country, has beautiful manmade burial caves painted with pre-Colombian geometric patterns. In the same region, Silva is a beautiful Indian town. The country also contains much unspoiled countryside; the Guajira Peninsula is home to more than 100,000 nomadic Indians.

Climate

The climate is very warm and tropical on the coast and in the north, with a rainy season from May to November. This varies according to altitude. It is cooler in the upland areas and cold in the mountains. Bogotá is always spring-like, with cool days and crisp nights.

Required Clothing

Lightweight waterproof clothes during the rainy season in coastal and northern areas. Medium- to heavyweights is needed in upland and mountainous areas.

Food & Dining

Restaurants offer local and international cuisine. Local dishes are varied and tasty, with a touch of Spanish influence. Colombian wines are generally of poor quality. Chilean and Argentinean wines are available in restaurants at reasonable prices.

Things to know: Table service is the norm. Colombians rarely drink alcohol (except lager) with meals. Gaseosa is the name given to non-alcoholic, carbonated drinks. There are no licensing hours.

National specialties:

- Ajiaco (chicken stew with herbs, different potato varieties, cream, corn and capers).
- Arepas (hard corn pancakes, eaten with savoury toppings).
- Bandeja paisa (meat with avocado, rice, fried plantain and red beans), typical to Medellín.
- Mariscos (seafood) is a specialty on the Caribbean coast - lobsters in particular.

National drinks:

- Tinto (small black coffee) - but this term is also used to describe red wine or vino tinto.
- Aguila beer.
- Aguardiente (a fiery aniseed-flavored spirit). Canelazo (rum-based cocktail taken hot or cold).

Legal drinking age: 18.

Tipping

A 10% tip is usual in restaurants.

Nightlife

The hot-blooded Colombian people are known for their vibrant nightlife, with busy restaurants, numerous parties and nightclubs filled with dancers twisting hips to the beats of salsa, cumbia and merengue. The busiest nights are Thursday, Friday and Saturday. Bogotá in particular offers ballet, opera, drama and music, as well as casinos.

Visa

Nationals will be issued with an entry stamp on arrival which will be valid for up to 90 days (nationals are often only given 30 or 60 days); extensions for up to a further 120 days are available from the Department of Administration and Security in Colombia; all nationals are permitted to stay for a maximum of 180 days in any 12-month period.

Goods to look out for include gold jewelry, art, antiques and leather products. Colombia produces first-grade precious stones, and the emeralds are among the most perfect in the world. Bogotá has numerous large shopping malls as well as several distinct shopping districts.

Shopping hours

In colder cities such as Bogotá, typically Mon-Sat 1100-2100. In hotter cities, Mon-Sat 0900-2100.

Currency

The unit of currency is the Colombian Peso (COP), which is divided into 100 centavos. Banks have no fixed policy on exchanging cash and travelers cheques. Some provide the service, some not, and different banks can differ on this from day to day. Generally foreign exchange is only offered in the early morning. Cash can be exchanged at casas de cambio, or money exchange bureaux, located in cities and border towns. US Dollars are preferred for both cash and travelers cheque exchanges. Travelers cheques are difficult to exchange outside of Bogota. Visitors are warned to beware of fake US Dollars, which are printed in Colombia. Credit cards, especially Visa, are becoming more widely accepted and are welcome at top hotels and restaurants, travel agents and car rental agencies. In the main towns and cities ATMs are becoming more prevalent, but cards should be used with caution for security reasons.

Health Care

Health facilities in the main cities are good. In rural areas, services can be very limited. Visitors traveling to jungle areas are advised to carry first aid kits. Travelers are strongly advised to take out full medical insurance.

Overview

The following goods may be taken into Colombia by people 18 years of age and older without incurring customs duty:

- 200 cigarettes and 50 cigars and up to 500g of tobacco.
- Two bottles of alcoholic beverage.
- A reasonable quantity of perfume.

Prohibited Imports

Ammunition and firearms, unless prior authorization has been obtained, and item(s) are declared on arrival. Vegetables, plants or plant material; meat and food products of animal origin.

SECURITY CHECK

Colombia is as safe as the other Latin-American countries. Some precautions are recommended because the imagination of Colombians who pickpocket have no limit. Please adhere to the following general rules:

- Avoid dark and empty streets

- Don't show any jewelry and richness
- Please carry cameras, passports, moneybags, etc as discrete as possible. [2]Discreet dress code is recommended
- Never leave your luggage unattended
- Avoid travelling at night
- If possible request taxis by phone called at your hotel
- Change money only in places where you can't be observed.
- Never accept any help changing money.
- Do have small money amounts in your pocket. Leave big amounts at home or in the hotel safe
- Don't be too trustful and confident with unknown people
- Use your human sense

Please make a copy of your passport, tickets and traveler's cheques. Normally you have to carry your passport always with you in order to show it if you get controlled. In the cities, but that's not officially, you can also show a copy of your passport.

The following tricks are commonly applied by Colombian swindlers:

1. Mustard or Ketchup-Trick

Without noticing you can get smeared with mustard, ketchup or a similar sticky fluid. A friendly, well-dressed person comes along and offers his help to clean you with a tissue. In that moment, they steal your belongings.

2. Show me your dollars- Echeverry-trick

A person appears, showing a faked police badge and asks you for your passport and cash dollars to check them because there are supposed to be many false dollars in circulation. A second "random" person voluntarily shows his/her ID and some dollars, then you also give your passport and money. The fake policeman disappears, arguing that he has to check them at his office that is supposed to be located around the corner, but he never comes back.

3. Chilean Package

Suddenly there is some money falling down on the floor. A friendly person asks if that money belongs to you. Then he proposes to divide that money between you both and to go to a hidden corner to do it, and there it is where the ambush begins.

RESPONSIBLE AND SUSTAINABLE TOURISM

Both in our daily lives and during a journey we all have the responsibility to avoid any bad impact and reduce negative effects in nature, environment and people, not forgetting about respecting the culture and ethnic traditions.

In your trip, whenever possible, local people will be realizing the activities and excursions in order to guarantee their own maximum benefit.

The purpose is to get to know the country's situation, support the protection of environment and nature. Here is some advice:

- Save electricity. Turn always of any electrical device and lights after its use.
- Save water. Close showers properly.
- Reduce emissions. Take public transportation or use alternatives whenever it's possible.
- Use and buy recyclable materials. Avoid the use of plastic bags.
- Don't destroy or damage environment and nature. Don't take anything with you, don't leave any garbage behind.
- Use rechargeable batteries.

TOURCAN CONTACT INFORMATION:



TOURCAN VACATIONS

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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](https://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.