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HIGHLIGHTS OF NEW ZEALAND – SELF-DRIVE EXPERIENCE

15 Days / 14 Nights

Validity - 01 Oct'22 - 30 Apr'23

HIGHLIGHTS OF NEW ZEALAND

**VISITING: AUCKLAND, ROTORUA, MARTINBOROUGH, WELLINGTON,
KAIAURA, CHRISTCHURCH, MOUNT COOK, WANNAKA, QUEENSTOWN**

DAY 01: ARRIVE AUCKLAND

FLIGHT (NOT INCLUDED)



After clearing Customs and Immigration, and collecting your baggage, please enter the Main Arrivals Hall, turn immediately left and make your way to the Pre-Booked Transport and Groups area, where you will be met by your driver. He/she will be standing with a signboard displaying your name and will assist you to your vehicle for private transfer to the hotel.

Normal check in time applies but the hotel will store your luggage until your room becomes available.

Overnight: Grand Millennium Auckland (Superior Room)

Meals: None

Located in the heart of the city, a stay at Grand Millennium Hotel Auckland places you within walking distance of a variety of the city's dining, shopping and entertainment venues. The Superior Room is a spacious and modern room with a floor to ceiling window and views of the city, as well as a large ensuite with separate bath and shower.



DAY 02: AUCKLAND

Early breakfast at the hotel.

Pick up from the hotel lobby and proceed on a sightseeing tour of Auckland with a local English speaking guide.

This half-day morning tour of Auckland City is designed to explore the history and sights as well as see how Aucklanders live and play. You will cross the Harbour Bridge, enjoy a stroll on a beach and coffee in Devonport and enjoy the stunning panoramic views from Mt Victoria. Visit Westhaven Marina, one of the largest marinas in the Southern Hemisphere followed by the Auckland Fish Market and the Viaduct Harbour.



Afternoon is at leisure to explore the city independently.

Overnight: Grand Millennium Auckland (Superior Room)

Meals: Breakfast

DAY 03: AUCKLAND / HOBBITON / ROTORUA – 228 KMS / 4 HRS APPROX. DRIVE

Breakfast at the hotel.

Check out of the hotel and pick up from the hotel lobby and make your way to the nearest Rental Car depot and collect a Toyota Corolla Sedan or similar intermediate automatic from Rent A Car. *(5 pax / luggage capacity 2 large suitcases) Includes hire, unlimited kilometres, standard motor vehicle insurance, Rental company's Protection Plan reducing excess to Nil and GPS Unit.*

Inter-islander Ferry return Fee may applies (NZ\$51.75 – pay direct).

Rental vehicle hirers will be required to put down a security deposit by credit card issued in their name (minimum NZ\$100 + credit card fee). This will not be activated if the vehicle is returned

undamaged, on time, to the pre-arranged depot with a full tank of gas. Please ensure you present a full and valid driver's license (must be in English).

Drive south over the Bombay Hills then turn east to travel across the Hauraki Plains through the rural town of Matamata.

Experience the real Middle-earth with a visit to the Hobbiton Movie Set, the bucolic setting for The Shire that featured in the Peter Jackson directed films, The Lord of the Rings. Your tour starts with a drive by coach and guide travelling through the picturesque 1,250 acre sheep farm with spectacular views across to the Kaimai Ranges. Your guide will escort you walking through the ten acre site recounting fascinating details of how the Hobbiton set was created. The Hobbit holes, Green Dragon Inn, Mill and other structures created for The Lord of the Rings and The Hobbit films can be viewed and you will see how this beautiful piece of Waikato farmland was transformed into The Shire from Middle-earth.



Upon completion of your tour enjoy a complimentary beverage in the Green Dragon Inn then return to The Shires Rest.

Departing Matamata, continue over the bush-clad Mamaku Ranges to the thermal wonderland of Rotorua.

Rest of the day at leisure.

Overnight: Distinction Rotorua Hotel (Deluxe Room)

Meals: Breakfast

Distinction Rotorua Hotel is located just minutes from the city centre, in a beautiful garden setting guests can relax and unwind whilst still being minutes from all the attractions and activities Rotorua has to offer. The Deluxe Room delivers the perfect balance of comfort and style, situated on the top floor of the hotel, guests can enjoy views from their own private balcony.



DAY 04: ROTORUA

Early breakfast at the hotel.

Depart the hotel on a self-drive sightseeing tour with admission included to the below sightseeing operators:

A daytime discovery experience like no other, walk high amongst giant 118-year-old redwood trees and open your eyes to the natural beauty of our forest. A peaceful haven for you to discover above the forest floor, surround yourself with gentle giants, native fauna and sweeping silver ferns. The Treewalk takes an average 40 minutes to complete.



Overlooking Lake Rotorua, the Lake Spa is Polynesian Spa's deluxe hot mineral bathing and relaxation area.

Enjoy tranquil bathing and lake views in the four alkaline rock pools, each with different temperatures (36°C to 42°C). Here you are surrounded by revitalizing native New Zealand flora, natural rocks, and the energizing sight and sound of two waterfalls and a grotto that reflects the glistening water.



Te Pō is Te Puia's evening cultural experience. Enjoy an in-depth experience of the customs and traditions of Māori, with a welcoming pōwhiri, a warrior's challenge and a full kapa haka concert performance. You will enjoy a sumptuous meal, with cuisine that incorporates indigenous ingredients, traditional hangi-cooked food and contemporary Māori dishes. As the evening concludes, visit Pohutu, Whakarewarewa's famous geyser, under the stars (weather permitting).



Rest of the day at leisure

Overnight: Distinction Rotorua Hotel (Deluxe Room)

Meals: Breakfast

DAY 05: ROTORUA / MARTINBOROUGH - DRIVE

Early breakfast at the hotel.

Depart Rotorua and travel south pass Lake Taupo and on to Martinborough.

Martinborough is famous for its 20-odd vineyards, most within walking or cycling distance of the village square. It is packed with colonial charm and criss-crossed with walking and cycle tracks to explore. The sunny dry climate and free draining low-



vigour soils of the Wairarapa Valley is ideal for grape growing and results in intensely flavoured grapes. The Pinot Noirs, make up 60% of the grapes planted here with Sauvignon Blanc, Chardonnay and Pinot Gris also popular.

Enjoy a leisurely afternoon and tomorrow morning to explore the wineries or boutique shops.

Overnight: Martinborough Hotel (Heritage/Garden Suite)

Meals: Cooked Breakfast

The Heritage Rooms are part of the original hotel, the rooms overlook the vibrant Martinborough Wine Village and picturesque courtyard. Step through the French doors onto the wrapping balcony and take a seat on the rattan chairs to see stunning views from any side of the hotel.



DAY 06: MARTINBOROUGH / WELLINGTON – 81 KMS / 2 HRS APPROX. DRIVE

Breakfast at the hotel.

Morning at leisure. Either enjoy some time at leisure in the boutique township or continue on to Wellington.

Check out of the hotel and proceed on your drive to Wellington. From Martinborough the road continues through the rugged Rimutaka Ranges that form a formidable barrier between the Wairarapa and the Hutt Valley.

Descend into the Hutt Valley, which takes its name from the Hutt River, then arrive at Wellington, the Capital City and Seat of Parliament.

Begin your adventure with guided highlights of ZEALANDIA: The Exhibition. Then, as darkness falls, follow your guide into the Sanctuary Valley to search for little spotted Kiwi. Over 100 kiwis call this valley home, so there's a really good chance of spotting one! Also look out for Tuatara; a nocturnal duck, the Pateke; native forest parrot, the Kaka and the Morepork, a native owl.

Includes: Taxi transfers each way.

Overnight: Copthorne Hotel Oriental Bay (Superior Room)

Meals: Full Breakfast

Your accommodation is located on Oriental Parade. The Copthorne Hotel is an ideal home base for guests exploring the area. The Superior Room features a private balcony with views of the cityscape, room with a king bed or a double and single bed combination, ensuite and all the modern in-room amenities a guest could need.



DAY 07: WELLINGTON / PICTON / KAIKAROU

Breakfast at the hotel.

Return rental vehicle to the Car Rentals car park at the Interislander Ferry Terminal, Aotea Quay, and deliver key to the after-hours drop-box at the Rental Car Counter, Tel: (04) 473 7588, in the Arrivals Hall. NZ\$51.75 incl GST ferry return fee applies, pay direct – this will be charged to your credit card. Report to the Interislander Counter in the Departure Hall and check your luggage through to Picton.

Depart Wellington on the Interislander Ferry cruising across Cook Strait and through the scenic Queen Charlotte Sound to the South Island. The 92km voyage takes approximately three and a half hours. Dining facilities available on board at your own cost.



On arrival to Picton, collect your luggage and proceed to the Rental Car counter to collect your South Island rental vehicle.

Depart Picton and drive through the vineyards surrounding Blenheim in the Marlborough Wine Country then along the thin ledge of land pinned between the blue waters of the Pacific Ocean and the rugged ranges to Kaikoura, where the mountains meet the sea.

Overnight: Sudima Kaikoura (Superior Room)

Meals: Buffet Breakfast

DAY 08: KAIKAROU / CHRISTCHURCH – 181 KMS / 4 HRS APPROX. DRIVE

Breakfast at the hotel.

This morning take a Whale Watch experience by modern purpose-built catamaran for an exciting close-up encounter with the Giant Sperm Whale in their natural environment. The upwelling of nutrient rich waters around Kaikoura supports an abundant and diverse fauna of vertebrates, fish and marine mammals. At times you may also see Dusky Dolphins and the Rare Hector Dolphins, NZ fur seals, sea lions and a large variety of seabirds including the smallest of the penguins, the little Blue Penguin. Allow 3.5-hours for the Whale Watch experience. Between 2 and 2.5 hours is spent on the water, with the extra hour covering report time, checking in and transport to and from the boat.



Depart Kaikoura this afternoon. The road south follows the wild coastline affording constantly changing seascapes and spectacular views of the Pacific Ocean before turning inland and climbing the Hundalee Ranges. Then descend into the rolling farmland of North Canterbury passing through several small country towns before entering the city of Christchurch.

Overnight: Distinction Christchurch Hotel (Superior King / Twin Room)

Meals: Full Breakfast

In the heart of the city and a short walk to many of the attractions the area has to offer, Distinction Christchurch offers accommodation in central Christchurch for guests exploring the area. The Superior King/Twin Room is a spacious room that features either a king bed or two queen beds, ensuite, large windows, small seating area and many other in-room amenities.



DAY 09: CHRISTCHURCH / MOUNT COOK – 333 KMS / 5 HRS APPROX. DRIVE

Breakfast at the hotel.

Depart the city travelling across the sheep and crop farmlands of the Canterbury Plains then inland through the rural town of Fairlie and Burkes Pass.

At Tekapo stop to see the quaint Church of the Good Shepherd with its views from the altar window across the lake to the mountains then travel around glacially formed Lake Pukaki into Mt Cook National Park. At the heart of New Zealand's most spectacular alpine region is Mt Cook, at 3754 metres the highest peak in Australasia.



Please note: there is no supermarket or general store at Mount Cook Village. Nor is there a petrol station – self-service facility only and requires credit card with pin number.

The darkness of the night sky around Aoraki Mt Cook is unbeatable. Let the team at Big Sky Stargazing introduce you to the wonders above. The 4367sq km Gold Status Aoraki Mackenzie International Dark Sky Reserve is the largest in the world and for this tour you will be the centre of it all.

The fully trained guides are delighted to show you the beautiful southern night sky using the naked eye, state of the art astronomy telescopes and binoculars at the outdoor viewing platform or if the weather is not favourable then 'live' under the high definition digital dome planetarium. Unleash your imagination as you discover constellations including the Southern Cross,



seasonal ecliptic objects, planets, star clusters, moons, distant galaxies and even our very own galaxy, the spectacular Milky Way.

Overnight: Aoraki Court Motel (Executive Spa/Shower Studio)

Meals: Continental Breakfast

The motel is situated in Mount Cook Village surrounded by the splendour of the Southern Alps. Every unit has views of the surrounding mountains with each directly facing the stunning Mt Sefton. The motel is situated opposite the intersection of State Highway 8 and Bowen Drive as you enter the village.

DAY 10: MOUNT COOK / WANAKA – 208 KMS / 3 HRS APPROX. DRIVE

Breakfast at the hotel.

Continue south alongside glacial Lake Pukaki and pass through the small towns of Twizel and Omarama. Travelling across the barren terrain of the Lindis Pass and the picturesque Otago countryside to the delightful lakeside town of Wanaka.

On arrival to Wanaka you may wish to spend some time enjoying Wanaka and its environs. There are guided walks up into the glacial valleys, trips across the lake to visit the native birds on Stevenson's Island, mountain bikes available for hire, wineries to visit and sample the produce, the vintage aircraft at the Warbirds Museum to see or you may wish to get lost in the Great Maze and be puzzled by the illusions at Puzzling World (not included).

Overnight: Edgewater (Lakeview Hotel Room)

Meals: Full Breakfast

Edgewater lies right at the water's edge of Lake Wanaka. It is the perfect destination for you to experience all that Central Otago's four seasons have to offer.

All rooms have either a balcony or patio overlooking the lake and gardens with the Southern Alp mountains in the background.

DAY 11: WANAKA / QUEENSTOWN – 67 KMS / 2 HRS APPROX. DRIVE

Breakfast at the hotel.

Before departing the area join a 4WD tour. Words fail to describe how utterly spectacular this adventure through West Wanaka High Country Station is. Wild and empty silence, jaw-dropping mountain-top scenery with views for days are just the beginning.

Participation with predator control conservation projects, yarns about farming life, and fascinating local history will leave a deep and lasting connection with the land.



One of the most authentic adventures Wanaka has to offer.

Drive through the fruit growing region around Cromwell or alternatively take New Zealand's highest road across the Crown Range to the delightful lakeside resort of Queenstown.

On arrival, return your rental vehicle to the nearest Rental Car depot.

Overnight: Scenic Suites Queenstown (Lakeview Superior Room)

Meals: Full Breakfast

DAY 12: QUEENSTOWN

Breakfast at the hotel.

Today enjoy a day at leisure to explore Queenstown, admission to the Skyline Gondola is included. Sit back and ride the scenic aerial gondola to Bob's Peak rising 450m/1500ft high above Queenstown. From here the panoramic views of Queenstown, Lake Wakatipu and the surrounding mountain ranges including The Remarkables are breathtakingly spectacular. Please retain your ticket for the downward journey



This evening enjoy a taste of rural life in New Zealand. Steeped in Queenstown's pioneering history, the experience commences with a cruise across Lake Wakatipu aboard the 1912 vintage steamship, the TSS Earnslaw. Disembark at Walter Peak High Country Farm, one of the first farms set up in the region and still a working farm. In the ambience of the Colonel's Homestead, enjoy a delicious gourmet BBQ dinner which the chef will prepare in front of you. After dinner enjoy an entertaining brief farm experience including a sheep shearing demonstration. On the magical night-time cruise home, enjoy the camaraderie of a sing-a-long with the ship's pianist or breathe in the fresh night air on the moonlit decks as you watch the lights of Queenstown draw nearer.

Overnight: Scenic Suites Queenstown (Lakeview Superior Room)

Meals: Full Breakfast

DAY 13: QUEENSTOWN

Breakfast at the hotel.

For today's trip wear non-slip shoes and bring a warm jacket/sweater, sun protection, raincoat, water bottle and insect repellent may be required.

This morning you will be collected from the hotel for a full day tour by coach travelling around the eastern shores of Lake Wakatipu and across the picturesque Southland countryside to Te Anau and into the dramatic landscape of the Fiordland



National Park to Milford Sound. Stop at the Mirror Lakes to see the near perfect reflections of the mountains in the calm waters then take a short walk to the Chasm and see where the waters disappear into the rocks before arriving in Milford Sound. Cruise the fiord past Mitre Peak to the Tasman Sea enjoying the stunning scenery of cascading waterfalls, dense rainforest, steep cliff faces and marine life that inhabits these waters. Picnic box lunch is included, and your nature guide will give a commentary on the interesting features of the area.



Return to Queenstown by coach arriving approx. 8.30pm (scenic flights from Milford Sound to Queenstown available at extra cost).

Overnight: Scenic Suites Queenstown (Lakeview Superior Room)

Meals: Full Breakfast

DAY 14: QUEENSTOWN

Breakfast at the hotel.

A full day at leisure to enjoy the many activities and attractions available in the area. You may wish to experience a thrilling ride on a jetboat, drive out to quaint Arrowtown which was a rip-roaring town in the 1860's gold rush, cruise the lake on the vintage steamer, parasail on the lake, join a 4WD tour onto a rural property with panoramic views across the valley, take a guided bush walk, enjoy a scenic flight over the area, take a cycling tour from Mt Nicholas Station to Walter Peak High Country Station, try horse riding, play a round of golf or enjoy the challenge of white water rafting, join a winery tour to some of the most southern vineyards in the world, ride the aerial gondola to Bob's Peak for the panoramic view across the lake to the mountains, join a 4WD tour into the home of 'Middle Earth' where much of the filming was done for 'Lord of the Rings' or if you dare - try bungy-jumping (all at extra cost).



Overnight: Scenic Suites Queenstown (Lakeview Superior Room)

Meals: Full Breakfast

Breakfast at the hotel.

12:00 noon check out of the hotel and transfer by private car and driver from the hotel to Queenstown Airport to board your flight back home.

Meals: Breakfast

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



BON VOYAGE!

Inclusions:

- Meet & Greet assistance on arrival at Auckland Airport
- Touring/transport on a seat in coach/train basis as specified (non-smoking services)
- Transfer by private car & driver as specified
- Accommodation:
 - 14 nights hotel accommodation in rooms with en-suite bathroom and tea/coffee making facilities – rooms on Run of House basis unless specified
- Meals only as specified and indicated by (B) Breakfast (CB) Continental Breakfast (L) Lunch (D) Dinner
- Rental Vehicle:
 - 9 x 24 hours hire of a Toyota Corolla or similar **intermediate automatic** vehicle with unlimited kilometres and standard motor vehicle insurance (non-smoking fleet)
- Interislander Ferry – foot passengers only
- Sightseeing activities and admission fees as specified
- GST at 15% (government imposed tax and subject to change without notice)

Exclusions:

- Airfare and taxes on international and domestic sectors
- Visa and visa fees
- Insurance
- Personal expenses like tips, gratuities, laundry, telephone calls, baggage portorage at airport/hotels, excess baggage, etc.
- Meals except as specified and indicated by (B) Breakfast (L) Lunch (D) Dinner
- Wine or other beverages with meals
- Use of rooms before/after normal check in/out times
- Additional or suggested sightseeing arrangements
- Special Event Surcharges
- Petrol/oil/CDW insurance for rental vehicle (airport/ferry terminal collection/return fee / one-way fee / bond / excess applies – pay direct)
- Rental Cars Airport/Ferry Terminal Fee (NZ\$51.75) – pay direct
- Car parking fees
- PCR Testing or quarantine
- Any item not mentioned above

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.