

Important Information

ITINERARIES

Weather, ice, government regulations, and events beyond our control may necessitate changes to the itineraries and/or the cancellation of certain shore excursions. There may be a planned alternate for your route—please inquire at the time of booking. In the event of itinerary changes, passengers are not entitled to any refund or other compensation. Should the tour be interrupted for any reason, repatriation costs and expenses relating to prepaid travel expenses will be at the sole cost of the traveller. There will be no refund for any portion of the tour already taken. Passengers should purchase full travel insurance coverage and refundable air/train tickets. Expedition fees are based on group participation. Should you choose not to take part in any activity or make use of services provided, no refund will be given. Vessels and dates are subject to change.

DISCOVERY FUND

Each area we visit has rich cultural experiences and wild treasures to offer. As guests, we have made a point of sourcing and supporting local projects in the areas through which we travel. An included contribution from each tour fare is given to national, regional, and grassroots endeavours that support educational, environmental, and cultural initiatives in these regions.

HOW TO REGISTER

To register for an Adventure Canada tour, each participant must complete the registration form and return it to our office with your deposit. **THE REGISTRATION FORM IS DOUBLE-SIDED AND YOUR SIGNATURE IS REQUIRED ON THE SECOND PAGE.**

International programs and expedition cruise tour fares are priced in US dollars and are per person, per voyage. A \$1,000 USD per person deposit is required to register for one of these programs.

Canadian land-based tour fares are priced in Canadian dollars and Canadian taxes apply and are per person, per voyage. A \$1,000 CAD deposit is required to register for one of these programs.

By returning the registration form and deposit, you are acknowledging and agreeing to the Terms and Conditions and Release required for participation on any Adventure Canada excursion.

Some tours require a separate registration form.

All cheques must be made out to Adventure Canada; ask your bank for information on foreign currency.

TOUR FARES

Published prices are based on exchange rates and tariffs in effect at the time of printing (March 2018) and are subject to change without notice. Once the deposit has been received, changes will not be made to the base price. No refund will be given if costs are reduced. Adventure Canada reserves the right to amend all or part of any tour price for any reason including, without limitation: increased fuel costs, airfares, airport charges, or increases in ground operator service fees. If the price increase is more than 7% (except increases resulting from an increase in retail sales tax or Federal Goods and Services Tax or Harmonized Sales Tax) the customer has the right to cancel the contract and obtain a full refund. Quoted tour fees are based on group participation. Occupancy is based on specific cabin types which can vary from vessel to vessel. Please see Single Travellers section for single occupancy options.

Charter/commercial airfare is not included in the berth price. Please refer to the trip inclusions and exclusions listing for full details.

CURRENCY

Canadian land-based tour fares are priced in Canadian dollars and Canadian taxes apply.

International programs and expedition cruise tour fares are priced in US dollars and are per person, per voyage.

Although we are a Canadian company, most of our expedition cruise operating costs are paid in US dollars. For this reason, expedition cruise tour fares are in US

dollars. We will accept Canadian dollars based on current exchange rates; please call for details.

We are not responsible for bank exchange rates on credit card transactions.

PAYMENT POLICY

A deposit of \$1,000 per person per trip is required upon booking to confirm participation.

International programs and expedition cruise tour fares are priced in US dollars and are per person, per voyage. A \$1,000 USD per person deposit is required to register for one of these programs.

Canadian land-based tour fares are priced in Canadian dollars and Canadian taxes apply and are per person, per voyage. A \$1,000 CAD deposit is required to register for one of these programs.

The balance of the payment is required 120 days prior to your departure date. Adventure Canada reserves the right to cancel reservations if payments are not received in time. Please make cheques payable to: ADVENTURE CANADA.

Please review our Cancellation & Refund Policy for a full outline of our cancellation terms.

As a registered Ontario company, we are licensed to sell travel packages through the Travel Industry Council of Ontario. We are required to keep all customer deposits in Client Trust Accounts and may only use the funds once the trip has begun or to make a deposit to an operator on behalf of the client. Our Client Trust Accounts are subject to audit by a CPA on an annual basis and regularly inspected by TICO auditors.

SINGLE TRAVELLERS

Single accommodations and pricing are specific to individual tours.

On the *Ocean Endeavour*, single travellers willing to share their accommodation will be guaranteed the published rate even if a roommate is not available in categories one through seven. There are a limited number of single-occupancy cabins available in categories 3 through 7 with no single supplement charge. A single supplement charge of 1.5 times the published

rate will apply when single cabins are not available. Single occupancy in category 8–10 available at full double-occupancy rate.

On the *Hebridean Sky*, a single supplement charge of 1.7 times the published rate will apply.

On select tours a fixed single supplement has been set and are outlined on the tour fare listings. On other tours, single occupancy is not offered.

YOUR PERSONAL INFORMATION

Adventure Canada collects personal information from our passengers via secure online account. You are required to provide select medical and personal information, as well as acknowledgement of select liabilities. Personal information is collected for crew and passenger safety reasons, and by signing up for an adventure, you consent to the collection of the personal information. You may refer to our Privacy Policy at www.adventurecanada.com/privacy.

Prior to your trip, you will be emailed instructions for accessing your online profile through Adventure Canada's website. Please follow the instructions in the email to gain access to your profile. Your profile contains fields for personal details, emergency contact numbers, medical details, dietary information, travel insurance, and other resources. See below for more details. Completion of this profile IS A PREREQUISITE TO TRAVEL WITH ADVENTURE CANADA. Your profile is private, protected, and confidential.

PASSPORTS & VISAS

Based on the location of your tour, your current passport must be valid between three (3) and six (6) months beyond the time of departure. Please check with your Client Service Team for your specific tour. Should your passport be updated, renewed, or changed for any reason after registration, please advise us AS SOON AS POSSIBLE and ensure your air tickets are amended with the new details. Adventure Canada is not responsible for fees or penalties incurred by rebooking flights. Visa-exempt foreign nationals who travel to OR transit through Canada will need an Electronic Travel Authorization (eTA). Exceptions include U.S. citizens and travellers with a valid visa. Please visit the Government of Canada website for more information:

<http://www.cic.gc.ca/english/visit/index.asp>

Please be aware that entry to another country may be refused even if the required information and travel documents are complete. It is the traveller(s) responsibility to ensure proper travel documents are obtained.

ACTIVITY LEVEL

Adventure Canada endeavours to accommodate all passengers, subject to the specific itineraries and terrain of our excursions, vessels characteristics and accommodations. Adventure Canada tours necessitate that passengers be in reasonably good health.

Zodiac cruises and transfer times can be lengthy. You must be able to climb stairs between decks on the ship. You must also be able to climb the external gangway stairs to transfer between the ship and the Zodiacs. Our expedition team and ship crew are available to assist you in and out of the Zodiacs, both on shore and at the gangway. Adventure Canada expeditions may involve extensive walking in variable weather conditions over sometimes sandy or uneven terrain. Wherever possible while on shore excursions, we break into smaller, guided groups according to interest and physical ability. This may mean one small group going off on a strenuous, two-hour hike on steep terrain, while another explores the area in and around the landing beach, keeping to relatively level terrain and short distances. Generally speaking, once a few people are ready to return to the ship, the Zodiacs are usually available to take you back at the time of your choosing. To inquire about whether our adventures are suitable for you, please do not hesitate to contact us.

SPECIAL ACCOMMODATIONS

Adventure Canada is committed to extending a high level of customer service to all travellers, including people with disabilities. At the time of booking please contact our Client Services Team to discuss your needs.

ZODIAC CRAFT

Zodiacs are the favoured means of transportation for shipboard expeditions and, indeed, wherever shallow waters and beaches ring the shoreline. They are stable, versatile craft that cruise at approximately four knots; in windy weather they can make for rather splashy rides. Wet gear is essential for any Zodiac tender, and Zodiac drivers are authorized to refuse embarkation to anyone inappropriately attired. Life preservers are absolutely compulsory and will be provided. Zodiac landings will generally entail disembarking onto rocky or gravelly beaches. The beach landings may be wet, meaning that there may be some spray en route to shore, and that you may have to step into water up to 25 centimetres / 10 inches deep.

MEDICAL FACILITIES

Passenger safety is of utmost importance to us. This expedition is intended for persons in good health, and thus our tours may not be suitable for those who are not fit for long trips for any reason, including disability, heart, or other health conditions. Should any such condition become apparent, or should passenger safety become a concern, we reserve the right at our sole discretion to decline embarkation prior to the commencement of the tour or to disembark passengers prior to the completion of the tour. Our vessel is not equipped to handle serious medical conditions. Medical and Emergency Evacuation insurance is mandatory. If you require specific medications, please ensure that you bring a supply adequate to last you for the duration of the journey and take care to properly pack them to ensure safe transport. Once aboard ship, we will be travelling in remote communities where prescriptions cannot be replaced. Select vessels have an onboard doctor; should you require the doctor's services, a consultation and treatment fee will apply. Any charges will be debited from your onboard account. To inquire about whether our tours are suitable for you, please do not hesitate to contact us.

GRATUITIES

Adventure Canada expedition team and guides do not accept tips.

The procedure for providing a gratuity may differ from tour to tour. Your host will outline this on each tour.

Our ships' crew work hard to please, and tips are appreciated. In fairness to all those who work together to make your trip enjoyable, tips are collected at the end of the voyage and distributed equitably among the crew. Although we leave tip amounts to your discretion, past passengers have asked for a recommended amount. We suggest a rate of \$15 USD per day, per passenger.

AIRFARE

When purchasing your airline tickets to meet us at our point of departure, please ensure that they are changeable or refundable; Adventure Canada is not responsible for missed connections due to late charter flights or changes / delays / interruptions in the ship's intended itinerary and will not reimburse you for rebooking fees or new ticket charges incurred.



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