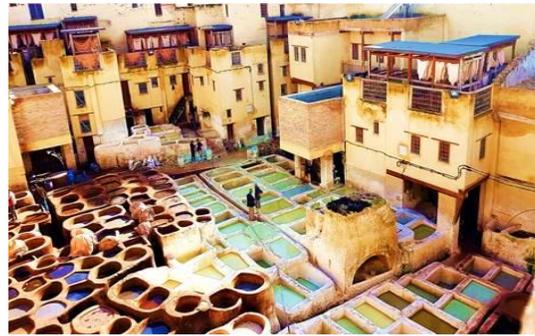


# WOMEN OF THE WORLD TRAVEL

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TOURCAN  
VACATIONS  
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## MYSTICAL MOROCCO - ITINERARY

Dates: November 15th to 25th, 2019

Visiting: Casablanca, Meknes, Fes, Erfoud, Merzouga, Tinghir, Dades & Todra Gorges, Quarzazate, Marrakech

10 Nights / 11 Days



## **MYSTICAL MOROCCO – ITINERARY**

**DATES: NOVEMBER 15TH TO 25TH, 2019**

### **FRIDAY 15TH NOV 2019 CANADA / CASABLANCA ON BOARD**

You will board your flight today, to Casablanca.

### **SATURDAY 16TH NOV 2019 ARRIVE CASABLANCA FLIGHT: TO BE ADVISED**

Welcome to the Kingdom Of Morocco!

After clearing the immigration, collect your luggage and proceed towards exit gate, where our local representative will be waiting to welcome and transfer to your hotel.

Casablanca is Morocco's chief port and one of the largest financial centers on the continent, located in the central-western part of Morocco bordering the Atlantic Ocean, is the largest city in Morocco. Casablanca is also the most cosmopolitan of Morocco's cities, with nightclubs, fast food chains and high end boutiques.

The modern city of Casablanca was founded by Berber fishermen in the 10th Century BC and was subsequently used by the Phoenicians, Romans, and the Merenids as a strategic port called Anfa. The Portuguese destroyed it and rebuilt it under the name Casa Branca, only to abandon it after an earthquake in 1755. The Moroccan sultan rebuilt the city as Daru l-Badya and it was given its current name of Casablanca by Spanish traders who established trading bases there. The French occupied the city in 1907, establishing it as a protectorate in 1912 and starting construction of the Ville Nouvelle, however it gained independence with the rest of the country in 1956.

Dinner will be served at the hotel.

### **OVERNIGHT: Hotel Kenzi Basma or similar**

A stay at Kenzi Basma Hotel places you in the heart of Casablanca, walking distance from Place Mohammed V and United Nations Square. This 4-star hotel is within close proximity of Parc de la Ligue Arabe and Cathedrale Sacre Coeur. All rooms are well-equipped with the latest technology and outstanding comfort, always customizing service to guests requirements. Just a few meters from the Hotel, you will find one of Casablanca's liveliest districts, surrounded by museums, the Church of the Sacred Heart, restaurants, cafes and a multitude of shops, handicraft and trinkets or designer mall coexist side by side in this city of distinct contrasts. All rooms have a work space with broadband high-speed Internet connection, excellent equipment and amenities, personalized service tailor made to guests needs.

### **MEALS: Dinner**

Breakfast at the hotel.

Depart for a sightseeing tour of Casablanca City and visit:

**Habous Quarter:** Casablanca's Habous Quarter was built by the French during the 1930s in order to solve the housing crisis, meaning that today; the district possesses strong European influences intertwined with traditional Moroccan riads and hamams. This beautiful mix of architecture makes the Habous Quarter a fantastic area to wander around and simply admire the alternative views.

**Hassan II Mosque:** Designed by French architect Michel Pinseau, construction of the Hassan II Mosque began in July 1986 on land reclaimed from a run-down area near the sea. The goal for completion of the mosque was King Hassan II's 60th birthday in 1989, but it finished only on August 30, 1993.

The project is estimated to have cost as much as \$800 million, funds that were remarkably raised entirely from public subscription.

Nearly all the materials of the Hassan II Mosque are from Morocco, with the sole exceptions of the imported white granite columns and glass chandeliers (from Murano, near Venice). The marble is from Agadir, the cedar wood is from the Middle Atlas and the granite comes from Tafraoute.

**Mohamed V Place:** At the heart of the modern city, Mohammed V Square, designed by architect Joseph Marrass, is a worthy representative of Moroccan Art Deco architecture. It brings together several administrative buildings erected after the First World War, including the Consulate of France, the courthouse, the prefecture, the central post office, and the bank of Morocco, which sits harmoniously along a side of the square. Time seems to have stopped in this 'arena' of elegance, whose facades reflect harmony and attention to detail.

Lunch shall be provided at a local, seafood restaurant overlooking the Atlantic Ocean.

**Enriching Lives Exclusive:** In the afternoon, visit Sidi Bernoussi Orphanage: The charitable association, Sidi Bernoussi is a social organization created in 1986 to manage the social welfare establishment DAR ALATFAL which was named Social Complex Prince Sidi Mohamed. The initiative to build this orphanage for boys was based on the lack of childcare facilities for orphans or abandoned children.

The Charitable Association of Sidi Bernoussi has had the following mission since its creation:

- To welcome and protect children in precarious situations, including orphans and abandoned children residing in Casablanca, with a priority given to children residing in the Prefecture of Sidi Bernoussi.

- To offer these children, facilities where they are provided with accommodation, food, care & a decent upbringing.
- To educate them in order to prepare them for social and professional integration and help them to become autonomous and balanced adults.

### How can you provide help?

If you are an individual, you can:

- Make personal donations.
- Sponsor children through a monthly donation.
- Become a member of the Association. The membership fee is of 1000 dirhams.
- Contribute by helping the residents if you have an independent profession, particularly in the field of education (psychologist, speech therapist, etc.).

If you are a company, you can:

- Contribute to the budget of the functioning of the Association by sending Fees to the association's accountant.
- Choose to finance specific educational projects.
- Choose to finance infrastructure works, etc.

Stop for Dinner at Rick's café:

Rick's Cafe, the mythical saloon from the 1942 film "Casablanca" has finally been transformed from celluloid to wood, glass and plaster. Set in an old courtyard-style mansion, built against the walls of the Old Medina of Casablanca, the restaurant - piano bar is filled with architectural and decorative details reminiscent of the film - curved arches, a sculpted bar, balconies, balustrades as well as dramatic beaded and stenciled brass lighting and plants that cast luminous shadows on white walls.

**OVERNIGHT: Hotel Kenzi Basma**

**MEALS: Breakfast, Lunch and Dinner**

**MONDAY 18TH NOV 2019 CASABLANCA / MEKNES / FES (300 KMS / 4 HOURS BY ROAD)**

Breakfast at your hotel, followed by check-out & depart for Fes, with en route visit of Meknes and Volubilis:

Meknes: one of the four imperial cities in Morocco, although the smallest one but definitely deserving a visit. This scenic hilltop city has plenty to offer the curious visitor, from intricate gates to marvellous museums and mausoleums.

Meknes is made up of the old (medina) and the new (ville nouvelle); two distinct centres, less than three miles apart but harnessing quite different vibes. The medina holds the city's historic sights and sought-after romantic flavor; at its heart is the 12th century Grand Mosque (although this is closed to non-Muslims), while teahouses in secret courtyards, ornate riads, and the odd hard-working donkey add to the atmosphere.

Enjoy lunch at a local restaurant before continuing on to Volubilis city of Roman ruins.

Volubilis City: one of Morocco's best-preserved Roman ruins on a fertile plain surrounded by wheat fields. While the city continued to grow well into the second and third centuries AD when the majority of the buildings still visible, were built, it is believed that the 42-hectare walled city was once home to 20,000 residents. With wealth generated from local olive production, many grand residences, complete with stunning mosaic tile work, were constructed (and still visible and intact to this day despite being open to the elements) as were public hammams, triumphal arches, and parliament buildings. The Romans withdrew in 285 AD, although the local Syrian, Jew, Berber, and Greek populations continued to speak the local language of Latin.

Continue on to FES & check-in at your hotel, where the rest of the day is at leisure.

Dinner will be served at the hotel.

#### **OVERNIGHT: Menzeh Zalagh Fes (4\*) or similar**

Built the shortly after the second world war, in 1942, hotel ZALAGH is an integral part of the "memory" of Fès. Appearing in international architecture magazines, it was the only one with such quality and its comfort. It was par excellence the Hotel in vogue in Fès. Very renowned, welcoming businessmen and "travellers" of all horizons, Group ZALAGH had the honor to host the Kings of Morocco His HIGHNESS MOHAMED V and His HIGHNESS HASSAN II, bringing it an aura of glory. The rooms have been refurbished to modern décor & the hotel also has lush gardens with an outdoor swimming pool, a hammam and a beauty salon.

#### **MEALS: Breakfast, Lunch and Dinner**

##### **TUESDAY 19TH NOV 2019 FES**

Breakfast at the hotel.

This morning your tour guide shall bring you six centuries back into history:

When you stroll beneath the ornate city gate of Bab Boujeloud, you are seemingly transported 1,000 years back in time. The bustling cafés and outdoor markets quickly give way to quiet narrow streets with a mud brick corridors of the medieval city. This is the oldest part of Fez, Fez el-Bali, and it is the world's largest car-free urban space as well as a UNESCO World Heritage Site. As you

walk through Fez el-Bali, you are literally walking through 1,300 years of Moroccan heritage. Ancient mosques and medersas (Islamic schools) are dotted through this labyrinthine city.

Besides the labyrinthine Fez el-Bali, there are two other parts to the city: Fez el-Jdid (the “new part of the city”, which is still a few hundred years old) and Ville Nouvelle (French for new city, constructed under the French Protectorate era in the first half of the 20th century). Though most of the activities and sites of interest to travelers is in the old city, many travelers do find themselves venturing into Fez el-Jdid to visit the Jewish Quarter & Batha Museum (special arrangements to visit interior of this spectacular privately-owned 18th century Riad - traditional Islamic courtyard house- once one of the wealthiest mansions in Fes).

Lunch at leisure (own expense)

Visit and enjoy a Pottery Workshop

Welcome dinner at a Moroccan family house - It is not only dinner but a complete immersion into the Moroccan culture and family life. It is a perfect chance to interact with the locals and experience a truly unique evening hosted by a Moroccan family.

**OVERNIGHT: Menzeh Zalagh Fes**

**MEALS: Breakfast and Dinner**

**WEDNESDAY 20TH NOV 2019 FES / ERFOUD / MERZOUGA (500 KMS / 7 HOURS)**

Breakfast at your hotel

Departure to Erfoud via the Mountains of the middle Atlas passing by Ifrane (the “Moroccan Switzerland”).

Ifrane was built during the French protectorate by the French as a hill station or “home away from home”. Not only were buildings designed in a similar style to French Alpine villages but plants and trees were also imported to give the city a European feel. The name however is taken from the local Amazigh language Tamazight and means caves.

Continue onto Midelt where you will have a break for lunch at leisure (own expense), before continuing on to Erfoud via the Ziz Gorges and Errachidia.

Arrive into Erfoud, the largest oasis in all of Morocco, a region famous for its almost one million date palm trees. Continue on to your desert accommodation by 4X4 vehicles.

Check-in at your tented camp.

**OVERNIGHT: Merzouga Luxury Desert Camp**

Merzouga Luxury Desert Camp is your special home in Morocco. It demands nothing much of you, but to relax and gaze at the ever-changing colors of the desert. Situated in the quiet and idyllic sand dunes of Erg Chebbi, located an hour and half drive from Erfoud. This private camp offers spacious luxury tents with a sense of comfort and prestige. Enjoy your special night under the stars at this beautiful Oasis in a premium tented camp. Experience a camel ride at sunset in the most enchanting Sahara Desert. Your desert experience includes an authentic Moroccan dinner under the stars and breakfast in the morning

### **MEALS: Breakfast and Dinner**

#### **THURSDAY 21ST NOV 2019 MERZOUGA / TINGHIR / DADES & TODRA GORGES / OUARZAZATE (300 KM /5 HOURS)**

Rise and shine early this morning, to board your safari vehicles to watch the sunrise over the Sahara desert.

Return back to your camp for breakfast.

You will proceed in your four wheel drive vehicles back to Erfoud. Your regular transport will further take you through Tinghir, the scenic Todra Gorges, wonderfully sculpted by Mother Nature. Hugging the lush river bed are many of Morocco's most scenic kasbahs and ksours.

Lunch would be at your own expense.

Continue to Ouarzazate and check-in at your hotel.

### **DINNER & OVERNIGHT: Berbere Palace (5\*)**

Ouarzazate isn't only the 'gateway to southern Morocco', it's also home to Atlas Studios, which are very popular with Hollywood film directors – hence the nickname 'Ozzywood'. And when the A-listers are in town, this large, five-star residence is where they stay. Built glamorously on a high perch in the style of a kasbah (fort), it combines facilities with high-quality service, plus plenty of authentic Berber materials, crafts and artefacts. The studios themselves are nearby, as is, just outside town, Kasbah de Taourirt – one of the fairest forts of them all.

### **MEALS: Breakfast and Dinner**

#### **FRIDAY 22ND NOV 2019 OUARZAZATE / MARRAKECH (250 KM /4 HOURS)**

Breakfast at your hotel

09:00 AM: Check-out & departure for Marrakech, with en route visit of Ouarzazate to include:

Kasbah Taourirt: a citadel set against the backdrop of the Atlas Mountains. As far as fortifications are concerned in Morocco, this is one of the most impressive of its kind. With almost 300 rooms and a true maze of passageways, steps, and key lock doors, it's easy to feel lost within this immense structure that only connects to the outside world through a narrow entrance doorway.

Originally built in the 19th century, the Taourirt Kasbah was owned by the el Glaoui clan, a family that had a powerful stronghold of one of Morocco's most significant southern caravan routes to West Africa.

UNESCO-restored Ksar of Ait Ben Haddou: The Ksar is located in the Ouarzazate province along the old caravan trade route between Marrakech and the Sahara. The Ksar consists of a group of buildings built entirely of local organic material, and covered by a rich red mud plaster. According to local belief, the Ksar was founded in 757 A.D. by Ben-Haddou, whose tomb is said to lie somewhere behind the city.

Continue on to Marrakech & check-in at your boutique hotel.

Dinner will be served at the hotel.

### **OVERNIGHT: Hivernage Hotel & Spa**

This luxurious spa hotel is housed in a modern Marrakech building, in the heart of the city. A renovation has given the interiors here an attractive nip and tuck, breathing a stylish new life into Hivernage Hotel & Spa. Just a short walk from the Jamaa el Fna, this getaway makes an ideal base from which to explore the winding market streets of the old city. You may go strolling among the souks, visiting museums or gazing over palaces and enjoy the hotel's spa, where and massage facilities are available. There's also a restaurant and bar, serving international and Moroccan cuisine.

### **MEALS: Breakfast and Dinner**

#### **SATURDAY 23RD NOV 2019 MARRAKECH**

Breakfast at your hotel & proceed for a full day tour of Marrakech.

Yves Saint Laurent Museum: A museum entirely devoted to the work of the legendary fashion designer, Yves Saint Laurent. The new building, situated on Rue Yves Saint Laurent and adjacent to the renowned Jardin Majorelle, spans over 4,000 m<sup>2</sup> and is more than just a museum. It features a 400 m<sup>2</sup> permanent exhibition space where the work of Yves Saint Laurent shall be presented in a scenography by Christophe Martin; a 150 m<sup>2</sup> space for temporary exhibitions, a 130-seat auditorium, a boutique and bookshop, a café-restaurant, as well as a research library comprising 5,000 volumes.

Majorelle Gardens: This famous garden was created by the orientalist painter Jacques Majorelle. The garden hosts more than 15 bird species endemic to North Africa and has an amazing collection of cacti. Since 1980, the garden has been owned by Yves Saint-Laurent.

Lunch at Association Amal: a Marrakech-based non-profit organization dedicated to the empowerment of disadvantaged women through restaurant training and job placement. Amal's

goal is personal transformation through job and life skills development for their trainees, a stepping stone to economic and social stability. Their program offers women from disadvantaged backgrounds a platform where they can enhance their capacities and learn new skills. Amal's customers and clients are a key source of financial support for the training programs Amal runs. When you sit down to an incredible lunch in their restaurant in Gueliz you are making a difference in the lives of the women they train. Continue on with the rest of the visit:

**Souks:** It is a riot of colour, noise and activity; a wealthy storehouse of all the treasures of this vast and varied country. You will find all the silver merchants in one corner, all the gold merchants in another, and rows of stalls selling exclusively leatherwork, copper goods or jewellery. The real fascination is to watch the craftsmen at work, gilding on leather, or inlaying with enamel the sheaths of ornate silver daggers, hammering out copper, embroidering silks or smoothing out the surface of cedar wood table.

**The Jemaa El-Fnaa Square:** The name literally translates to the Assembly of Death. It is taken to refer to the custom of displaying the heads of vanquished rebels or criminals, since the square is known to be a place of public execution even up to the last century. Then it has been a centre for public meetings and even riots. It isn't until late afternoon that the square really gets going. At dusk, as in France and Spain, people come out for an early evening promenade (especially in Rue Bab Agnaou), and the square gradually fills until it becomes a whole carnival of storytellers, acrobats, musicians and entertainers.

**Dinner at Palais Jad Mahal:**The American architect Stewart Church, who during the twenty years that he lived in India, imagined the sophisticated place, a subtle mixture of Indian and Moroccan architectures. Exotic, colonial decoration made of woodwork and noble materials, is declined into thousand colors. The ceilings hand painted, the ground in tinted cement, the net curtains of the terrace roof play with the breeze, the basins and fountains provides a magical atmosphere to the Palais.

**OVERNIGHT: Hivernage Hotel & Spa**

**MEALS: Breakfast, Lunch and Dinner**

**SUNDAY 24TH NOV 2019 MARRAKECH (MOROCCAN COOKING)**

Breakfast at the hotel.

Depart to experience authentic Moroccan cooking in the heart of Marrakech's medina, following a traditional Moroccan welcome at the door; meet the chef, who is ready to teach you all there is to know about cooking local recipes and to do the bread in a Moroccan traditional oven. It is the best way to learn to cook typical and real Moroccan cuisine. A must do activity, as described by those who have experienced it.

Savor what you have cooked for lunch.

Hamмам & Massage: After the cooking class and nice lunch, your afternoon will be to enjoy the Hammam & Massage at Les Bains de Marrakech (45 min. Hammam + 45 min massage).

The hammam consists in three rooms with different temperature and a vestiaire.

Moroccan ladies provide a relaxing peeling (massage + gommage) to all participants and also a demonstration of the bath ceremony.

After this relaxing and healthy bath, a refreshing drink or mist tea will be served.

LES BAINS DE MARRAKECH provide products that are 100% homemade & natural:

- Bathrobe & towels
- Sleepers
- Kessage glove
- Black soap
- Ghassoul body mask
- Shampoo & shower
- Tea, water, fruit juice & pastries

Evening would be devoted for shopping or simply relaxing.

Dinner is at leisure (at your own expense).

**OVERNIGHT: Hivernage Hotel & Spa**

**MEALS: Breakfast and Lunch**

**MONDAY 25TH NOV 2019 DEPART MARRAKECH**

Breakfast at the hotel.

Today you will check-out & shall be transferred to the Marrakesh Menara Airport, for your return flight back to Canada.

**MEALS: Breakfast**

**Note:**

- Airport check in for international flight, is 3 hours prior to departure
- Driving distance/time is approx., which is subject to road conditions/traffic
- Hotel check in time 15:00 hrs/check out 12:00 hrs.

**Bon Voyage...!**

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

**Please note:**

**Guaranteed Room Mate Match Program:** If you don't have a travelling companion, WOW will match you up with a suitable roommate. We guarantee this match program.

**Accommodations:** Superior First Class hotels in central areas (where applicable).

**More inclusions:** meals, unique experiences and a personalized host who will pamper you and look after every detail.

**Service as it should be:** let us cater to the details that make for your fabulous adventures.

**INCLUDED:**

- Accommodation for 9 nights including daily breakfast, at the suggested hotels or similar
- English speaking guide
- Mini coach, with driver for all transfers & sightseeing
- Porterage at airports and hotels
- Pottery workshop in Fes
- 4X4 safari vehicles for the desert camp
- Sunset camel ride at the desert camp
- Hammam & massage in Marrakech
- Applicable entrance fee for monuments listed in the itinerary
- 2 small bottles of mineral water per person, per day in the tour bus
- Fixed menu meals, only as specified in the itinerary (8 dinners, including one at a local family home & 3 lunches, including one followed by the cooking class)
- **Enriching Lives Exclusive** – Giving Back with Visit to Sidi Bernoussi Orphanage

**NOT INCLUDED:**

- International Airfare and taxes
- Meals which are not mentioned in the itinerary, including breakfast on the day of arrival
- International air & travel /medical insurance
- Excess baggage charges, if levied by the airlines
- Beverages during all meals, which shall have to be settled directly, upon consumption
- Tips /gratuities to guides /drivers /room service
- Any expense of personal nature, like laundry, room service orders, telephone calls made from the hotel's phone line
- Any other services which are not mentioned in the inclusions

## CONTACT INFORMATION:



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ONTARIO REG. #2679578

## TERMS & CONDITIONS:

Terms and conditions as per Tourcan Vacations brochure 2017 . . .

### **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.