

WOMEN OF THE WORLD TRAVEL

a division of:

TOURCAN
VACATIONS
YOUR PARTNER IN QUALITY



THAILAND TEMPTATIONS - ITINERARY

Dates: October 16th to 28th, 2019

Visiting: Bangkok, Chiang Rai, Chiang Mai and Phuket

12 Nights / 13 Days



THAILAND TEMPTATIONS – ITINERARY

DATES: OCTOBER 16TH TO 28TH, 2019

WEDNESDAY 16TH OCT 2019 DEPART TORONTO / BANGKOK

Today you will board your flight to Bangkok.

THURSDAY 17TH OCT 2019 ARRIVAL IN BANGKOK

Arrive at the Bangkok Airport and proceed towards the exit gate and you will be met by our local representative to assist and transfer you to the hotel.

Check in and afternoon is at leisure.

In the evening, meet your group and the guide and depart for Wanfah Dinner Cruise.

Wanfah is an open-air antique teakwood barge lavishly fitted out and inspired by traditional Lanna architecture; serving its guests authentic Thai dishes. You will also be entertained by classical Thai music and cultural performances. Needless to say, this is one of the most traditional and romantic dinner cruises on the Chao Phraya River.

OVERNIGHT: Pullman Bangkok Hotel G (Deluxe Room)

Pullman Bangkok Hotel is close to various shopping, business and entertainment centres. Free Wi-Fi is available throughout the hotel. Featuring modern and stylish interiors, rooms at Pullman Hotel G features spectacular views of the city. Each room has a flat-screen satellite TV, an iPod docking station and a minibar. Complimentary bathroom amenities are provided. Guests can enjoy an invigorating fitness session at the gym or relax at the sauna and spa pool. The Hotel houses on-site drinking and dining options.

MEALS: Dinner

FRIDAY 18TH OCT 2019 BANGKOK

Breakfast at the hotel.

After breakfast, interact with Master Chef Nooror Somany Steppe, co-founder of the Blue Elephant Group, which she started with her husband, Karl Steppe in Brussels in 1980. Chef Nooror continues to play a significant role as an ambassador in promoting Thai cuisine and culture worldwide. Chef Nooror has established her name not only for her original and historical knowledge of Thai cuisine, but also her culinary skills also extend to Indian and French cuisine, and this is frequently reflected in some of her innovative dishes and presentation.

The interaction and presentation is followed by lunch at the Blue Elephant restaurant itself.

In the afternoon depart for a Half Day Tour to Grand Palace and the Temple of Dawn.

The Grand Palace, the former residence of Thai kings, is a “must see” for every visitor in Bangkok. Located close to the banks of the Chao Phraya River (The River of Kings), the Grand Palace is the perfect example of an ancient Siamese court. Within the compound is the Temple of The Emerald Buddha (Wat Phra Kaew), which houses Thailand’s most precious image of the Lord Buddha. The Reclining Buddha at Wat Pho is a giant lying Buddha, covered in gold leaf.

Then visit the most photographed sights in Bangkok, the Temple of Dawn (Wat Arun). The majestic shrine has a pagoda of 76 m high. It is decorated with glazed ceramic pieces which reflect the rising sun and gave the temple its name. It is easily one of the most stunning temples in Bangkok, not only because of its riverside location, but also because the design is very different than the other temples you can visit in Bangkok. Wat Arun is partly made up of colorfully decorated spires and stands majestically over the water.

You will then be transferred to Asiatique – The Riverfront, on a long tailed boat.

In the evening enjoy the Joe Louise Puppet Show with Dinner.

A performance of traditional Thai puppetry from the Joe Louis Puppet Theatre in Bangkok has won the highest accolade in the World Festival of Puppet Art held recently in Prague. The bi-annual competition attracts the best puppeteers in the world and this year’s success by the Joe Louis troupe emulates their achievement in 2006 when they won the award for Best Traditional Performance. It’s a remarkable story for an art form that had virtually died out in Thailand and is testimony to the efforts of the late Sakorn Yangkhieosod (nicknamed Joe Louis) who revived the ancient art and whose legacy can be seen at the Traditional Thai Puppet Theatre in Bangkok.

OVERNIGHT: Pullman Bangkok Hotel G (Deluxe Room)

MEALS: Breakfast, Lunch and Dinner

SATURDAY 19TH OCT 2019 BANGKOK

Start your day early (assisted by a wakeup call). Breakfast at the hotel.

Depart for an Excursion to Damnoen Saduak Floating Market (100 Km) and Maeklong Railway Market.

Discover the way Bangkok used to be, at the Damnoen Saduak Floating market with its many colors, flavors and exotic fragrances. Start with a scenic ride on a narrow longtail-speedboat, passing riverside villages and fruit plantations, before entering the vibrant market. There will be many photo-opportunities along the way and on the colorful market on the water.

Afterwards proceed to the Railway Market in Samut Songkhram. The market- stalls are literally on the railway tracks, so when a train approaches, vendors scramble to clear away their produces from the tracks. A truly unique experience!!

Stop for lunch at a local restaurant (Baan Amphawa or similar) and return to Bangkok.

Evening is at leisure.

Optional: Evening Skybar & Street Food Tour with guide (Join-in group by public transport / Time: 5:30PM - 9:30 PM)

Enjoy cocktail drink at the famous Sky bar in Bangkok and taste authentic Thai foods at the local street food restaurants.

Pick up from your hotel in Bangkok and transfer to Village of Love (Bangrak district) by public transport. Taste some traditional Thai dessert and drink Chinese herbal drink and proceed to the famous Sky bar at "Le Bua hotel". Enjoy your cocktail drink "Hangoverini" which made for the cast and crew for Hangover movies part 2. Walk in the hidden area of the Village of Love and taste the authentic Thai foods at the local E-sarn food restaurant which has the main ingredient "Sticky rice". Take Tuk-Tuk, the famous mode of transport in Bangkok to Chinatown, World Best Street food in 2017. Enjoy walking in the Chinatown at night and taste the famous "Guay Jab", Roll noodle with pepper soup as well as the desserts at the famous street vendor before return to your hotel in Bangkok by public transport.

Tour Features:

- Pick up from your hotel in Bangkok at 5:30 p.m.
- Transfer to Village of Love in Bangkok by public transport
- Taste some traditional Thai dessert and drink Chinese herbal drink
- Enjoy your cocktail drink "Hangoverini" at the famous Sky bar at "Le Bua hotel"
- Taste the authentic Thai foods at the local E-sarn food restaurant
- Take Tuk-Tuk to Chinatown, World's Best Street Food (2017)
- Enjoy walking in the Chinatown, taste "Guay Jab" and desserts at the famous street food vendors
- Return to your hotel in Bangkok by public transport

Remarks:

- Time above is approximate
- Smart casual dress for the sky bar
- Minimum drinking age is 21 years
- Please advise for any food allergies or special requirement
- Program may be subject to change according to the weather conditions

OVERNIGHT: Pullman Bangkok Hotel G (Deluxe Room)

MEALS: Breakfast and Lunch

SUNDAY 20TH OCT 2019 BANGKOK / CHIANG RAI (FLIGHT)

Early Breakfast at the hotel.

Check out and you will be transferred to the airport to board your flight to Chiang Rai.

Arrive at the Chiang Rai Airport and you will be met by our local representative to assist and transfer you to the hotel.

Lunch will be served at a local restaurant followed by a Half Day Sightseeing Tour of Wat Rong Khun (The White Temple) and Baan Dam (Black House).

Wat Rong Khun is absolutely one of a kind amazing masterpiece. It is considered the most beautiful temple built in this century. The masterpiece of the artist Chalermchai Kositpipat, who is famous for his extravagant and unique Buddhism-related paintings, Wat Rong Khun reflects the artist's grand visions of heaven, hell and Nirvana.

After spending some time at the temple, visit Baan Dam (Black House). It is the house of the other National artist, Mr. Thawan Duchanee. The house is a huge teak hall with several other teak buildings decorated with unique art work. Contrasting to the white temple, this Black House presented the belief in Death and Darkness.

Rest of the evening is at leisure. Dinner will be served at a local restaurant.

OVERNIGHT: Imperial River House Resort (Deluxe Garden Room)

River House Resort & Spa, Chiang Rai boasts a privileged location on the banks of the River Kok. Its luxurious rooms offer views over the river or outdoor swimming pool, as well as free WiFi access. Rooms at the Resort provide stylish furniture, fresh white walls and wooden floors. Each room provides a flat-screen TV with cable and satellite channels and equipped with tea and coffee makers and bathroom toiletries. The large outdoor swimming pool overlooks the river, guests can enjoy the spa pool and well-equipped fitness centre. At the spa and wellness centre, a range of beauty treatments are on offer, as well as relaxing massage therapies.

MEALS: Breakfast, Lunch and Dinner

MONDAY 21ST OCT 2019 CHIANG RAI

Breakfast at the hotel.

Set out from your hotel in Chiang Rai and drive to the mountains to visit the villages of the Akha and Yao people. The Akha hill tribe is known for their beautiful and exotic traditional dress, which you can see being spun, woven, and dyed as you wander through town. Learn about the elaborate headdresses worn by women of the tribe and their significance. In the Yao village, learn about the

group's traditional culture, religious habits, and tumultuous history from your guide as you walk through the streets.

Continue on to the Golden Triangle area where the mighty Mae Khong River joining the Ruak River and forming the triangle with the borders of Thailand, Burma, and Laos convene. Lunch will be provided at local restaurant. Visit Hall of Opium Museum then continues on to the old city of Chiang Saen (A.D.1260) on the steep banks of Mae Khong River opposite to Laos, to witness some magnificent ancient ruins and temples.

Dinner will be served at the hotel.

OVERNIGHT: Imperial River House Resort (Deluxe Garden Room)

MEALS: Breakfast, Lunch and Dinner

TUESDAY 22ND OCT 2019 CHIANG RAI / CHIANG MAI (190 KMS / 3.5 HRS BY ROAD)

Breakfast at the hotel.

This morning, you will get a Hands-on Experience of Thai cooking and understanding of traditional Thai ingredients. Head out to a local fresh market to buy the ingredients needed to start your culinary journey, with your chef to select the right ingredients that make Thai cuisine such delectable. Back in your class room, depending on the season, you will be cooking various famous Thai dishes, together with learning more about the abundance of fruits and vegetables that too are part of this world-renowned cuisine. At the end of the class, it is trying out what you've cooked.

After lunch depart by road to Chiang Mai and stop at the Raintree Foundation enroute. Enriching Lives Exclusive Excursion: Participate in a charity for local female hill tribes supported by Raintree Foundation (donations not included). <https://raintree-foundation.org/>

Arrive and Check in. Dinner will be served at the hotel.

After dinner depart to visit the night market.

OVERNIGHT: Dusit D2 Chiang Mai (Deluxe Room)

DusitD2 offers 5-star accommodation and boasts a beautiful décor, an outdoor pool and restaurant. The design of the hotel blends the modern interiors with a touch of traditional Thai décor. Each room is fitted with a flat-screen TV, DVD player and minibar. They have large seating areas and some rooms have a dressing room. Guests can enjoy a relaxing massage in the award-winning Devarana Spa's luxurious treatment suites, or admire city and mountain views while exercising at the well-equipped DFit Health Club on the top floor. Moxie Restaurant offers a regularly updated international menu. Mix Bar boasts of a lighted wine wall behind the bar. Guests can avail of 24-hour room service.

MEALS: Breakfast, Lunch and Dinner

WEDNESDAY 23RD OCT 2019 CHIANG MAI

Breakfast at the hotel.

Depart for a Half Day Visit to the Elephant Eco Valley. Experience elephants up-close and personal while feeding and bathing them, learning about herbal treatments, and helping make their herb 'n' fruit vitamin balls. At this no-riding elephant adventure, you hang out and walk beside your new buddies. Tour the Elephant Culture Museum and learn about their heritage, anatomy, amazing abilities, and the profound relationship between these gentle giants and people. Elephant EcoValley lies in the lush green Maetaman Valley about an hour north of Chiang Mai.

Activities include:

- Harvest grass/vegetation for elephant snacks along the way
- Hike to Upper Eco Valley with your personal elephants (no riding)
- Plant a banana tree or herbs. Make herb 'n' fruit nutritional vitamin balls & these to the elephants (they love them!)
- Share a mud bath with your new buddies (Watch or wash' em yourself!)
- Shower outdoors overlooking a mountain stream.

Enjoy lunch with the beautiful scenery in the elephant camp.

In the afternoon experience Bamboo Rafting. The raft is about 7.5 m long and 1.5 m wide can accommodate up to 4 people float leisurely down a beautiful 3 km stretch of the Mae Taman River, with a few faster flowing sections along the way. During approximately 45 minutes rafting, one can enjoy the flora and fauna and the beautiful scenery along the river.

In the evening enjoy Khantoke Dinner at Khum Khantoke or similar.

OVERNIGHT: Dusit D2 Chiang Mai (Deluxe Room)

MEALS: Breakfast, Lunch and Dinner

THURSDAY 24TH OCT 2019 CHIANG MAI

Depart to visit the Chiang Mai Women's Prison Massage Centre; however, a massage cannot be guaranteed for all participants, as they do not take advance reservations. A relaxing Thai traditional massage at regular massage shops can be arranged outside the Centre after the visit.

Stop for lunch at a local restaurant.

Depart for a Half Day Sightseeing of Wiang Kum Kam and Horse Carriage Ride.

Wiang Kum Kam is an ancient city dating back to the eighth-century Haripunchai Kingdom. It served as the capital of the then Lanna Kingdom for a short while until Chiang Mai was chosen to replace it in 1296. Rather than being left in ruin, the city was completely submerged under the Ping River, which suddenly changed its course and swept the whole city under. Had it not been accidentally rediscovered (in 1984), the story of Wiang Kum Kam would just be a legend.

Take a horse drawn carriage to enjoy the ruins during the sunset.

Dinner at a local restaurant.

OVERNIGHT: Dusit D2 Chiang Mai (Deluxe Room)

MEALS: Breakfast, Lunch and Dinner

FRIDAY 25TH OCT 2019 CHIANG MAI / PHUKET

Breakfast at the hotel.

Check out and depart for a Half Day Chiang Mai City and Temples Tour.

Your guide will take you around the famous city for an up-close and personal look at some of its most notable temples. Visit the Wat Phra Singh which houses the beautiful Lai Kham Chapel with its exquisite wood carving and northern style murals. Afterwards visit Wat Suan Dok, which was built in a 14th century Lanna Thai monarch's pleasure gardens. There are several white Chedi's, which contain ashes of Chiang Mai's former royal family. Wat Suan Dok is now one most famous temple for Monk School in Chiang Mai.

Conclude your tour with a visit of Wat Phra That Doi Suthep, the temple on the mountain, and the most sacred in Northern Thailand. Your experienced guide will explain the story of the temple, the white elephant and lead you around its impressive chedi and show its beautiful murals. In the late afternoon, the tourist masses have already left the temple grounds and dusk will give a very special atmosphere. After your private blessing ceremony, witness the magical evening chanting of the monks and city lights looking back over Chiang Mai.

Lunch at a local restaurant.

In the afternoon you will be transferred to the airport to board your flight to Phuket.

Upon arrival in Phuket, you will be met and transferred to your hotel in Phuket. The rest of the evening is at leisure to explore the surroundings.

OVERNIGHT: Andaman Sea view Hotel (Superior Room)

Situated across the road from Karon Beach, this Phuket property faces the Andaman Sea. Boasting 2 dining options and 2 outdoor pools, it features spacious rooms with a private balcony and Wi-Fi access. Offering 24-hour room service, Maneekram Restaurant serves the daily breakfast, offering

a set menu at lunch and dinner. The Pool SnackBar serves drinks, along with light meals like sandwiches, salads and desserts. Fitted with tiled flooring, contemporary air-conditioned rooms at Andaman Seaview Hotel feature Sino-Portuguese influence. A TV with cable channels, tea/coffee making facilities and a minibar are included.

MEALS: Breakfast and Lunch

SATURDAY 26TH OCT 2019 PHUKET

Breakfast at the hotel.

Rest of the day is at leisure.

Optional: Full day Phi Phi Island tour by shared speedboat (join-in tour).

Explore the beautiful Phi Phi Islands by traveling onboard a speedboat on this tour. The Phi Phi Islands are widely regarded as a must-see while staying in Phuket. They feature striking limestone cliffs surrounded by white-sand beaches and crystal-clear tropical seas full of vibrant corals and friendly fish. Maya Bay is the most famous of the sites to see, it being the setting for the Leonardo DiCaprio movie *The Beach*. Viking Cave is also a very interesting spot, where ancient paintings appear to depict Viking long ships. Along with these and other sites, the day-long tour includes an international buffet lunch and round-trip transport to and from your hotel.

Highlights of this tour:

- The set of *The Beach* on Maya Beach
- Wall paintings of Viking ships in Viking Cave
- Wild monkeys on Monkey Beach
- Swimming and snorkeling in crystal-clear seas
- Relaxing on soft white-sand beaches of Bamboo Island
- International buffet lunch
- Local English-speaking guide 8-hour tour

OVERNIGHT: Andaman Sea view Hotel (Superior Room)

MEALS: Breakfast

SUNDAY 27TH OCT 2019 PHUKET

Breakfast at the hotel.

Rest of the day is at leisure.

OVERNIGHT: Andaman Sea view Hotel (Superior Room)

MEALS: Breakfast

Breakfast at the hotel.

In the afternoon, check out and you will be transferred to the airport for your onward flight.

MEALS: Breakfast

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:

- A representative for assistance on arrival and departure transfers
- 11 nights hotel accommodation as per the hotels mentioned or similar
- Domestic airfare
- Porterage at airports and hotels
- Daily breakfast and meals as per itinerary
- Transportation in air conditioned vehicles
- Station English speaking tour guide
- Program as per itinerary
- All entrance fees as stated
- **Enriching Lives Exclusive Excursion** – giving back – visit to Raintree Foundation

NOT INCLUDED:

- Flights and airport taxes (if applicable)
- Personal expenses beverages, laundry, room service & optional activities
- Guide and driver tips, etc.
- Visa fees (if applicable)
- Optional tours
- Peak or festive surcharge (if applicable)
- Donation to the all social charity foundations

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.