

## **INVOICE TERMS AND CONDITIONS**

### **IMPORTANT TRAVEL INFORMATION – PLEASE REVIEW THOROUGHLY**

Thank you for your purchase made through Travel Nation Canada, operated by 8742995 Canada Inc., o/a Travel Nation Canada (TICO registration number 50021573), and Kognitiv (US) Corporation, an affiliate of 8742995 Canada Inc. The term “you” or “your” refers to you, the customer who has booked a reservation through our web site or through our customer service agents. Please review these terms and conditions carefully, and if you have any questions or concerns, don't hesitate to contact us.

#### **Conditions of Sale**

You are responsible for ensuring that the spelling of all names is correct and corresponds exactly to how they appear on your passports. The exact spelling will appear on your ticket(s) and vouchers.

When travelling abroad, all Canadian citizens (including children) must carry a valid Canadian passport with an expiry date no sooner than 6 months after the scheduled date of departure from the last country visited, regardless of the entry requirements of the country. If your passport is damaged in any way, you may be denied boarding and will be responsible for all costs associated replacement travel arrangements and/or a new passport.

Entry to another country may be refused even if the required information and travel documents are complete.

You and anyone travelling with you should check with the airline directly for check-in or cut-off times as the airline's suggested timings are guidelines only and are subject to change without notice.

Please ensure that you take the time to review the invoice/itinerary that we provide you to ensure that it is correct and reflects your requested travel arrangements.

#### **Confirmations**

You understand that:

- Any fees, levies, service charges, taxes or other charges are 100% non-refundable. Any price changes in the products purchased will not affect the value of this invoice and no monies will either be credited or debited unless changes to bookings have occurred.

- The living standards and practices at the destination as well as the standards and conditions there with respect to the provision of utilities, services and accommodation may differ from those found in Canada.
- It is your responsibility to be aware of and prepared for all legal, documentary, health and other requirements for your intended travel. Such requirements may include a passport, visas, tourist cards, affidavits for minor children, and any vaccinations that may be required and other documents. Please contact the local Embassy of your travel destination and airline for the specific documentation required. For up-to-date information on passport requirements and passport applications, please visit [www.pptc.gc.ca](http://www.pptc.gc.ca).
- All travelers will be required to present a valid passport for either air, land or sea travel to the United States. Driver's license, birth certificates, provincial health cards, etc., will not be accepted by U.S. Border Agents.
- Travel services purchased through us are supplied by third parties with their own terms and conditions of sale and in particular, but without limitation, those terms and conditions pertaining to cancellation.
- We are relying on your confirmation that as the booking or instructing passenger, you have the legal capacity and authority to purchase travel products and services on behalf of yourself and the other persons named in your invoice/itinerary, and that you will keep us informed of any changes to your travel plans or contact information.
- We have advised you of the availability of travel cancellation insurance and out-of-province health insurance and you have either purchased or expressly declined such insurance coverage.
- Any travel product or service purchased through us results in a contractual relationship between you and the supplier of such product or service, and you acknowledge that we act as an agent for the supplier providing the product or service to you.
- If you encounter dissatisfaction with the travel product or services purchased through us and provided by a particular supplier, you will notify us of the same and we will assist you in resolving any issue with the supplier; however, under no circumstances do we accept any legal responsibility or liability for any complaints with the product or services provided through suppliers. For more information regarding the terms and conditions governing the contractual relationship with a particular supplier, please consult the supplier's website and/or brochures.
- We will not be responsible for the acts or omissions of any person other than our employees or agents acting properly on our behalf within the scope of their employment or agency.

- We will not be liable for any damages due to illness, theft, labour dispute, act of God, mechanical breakdown, equipment failure, quarantine, rescheduling, government action, war, insurgency or act of terrorism or other event beyond our control.
- Suppliers named in any invoice/itinerary are independent parties over which we have no direct or indirect control; we are not responsible for their acts or omissions and we assume no responsibility for any claims, losses, damages, costs or expenses arising out of any personal injury, accident, death, loss, damage, delay or loss of enjoyment. We shall not be liable for the non-performance, negligent performance or deficient performance of any supplier of travel products or services purchased through us.
- Some hotels may charge a local tax or extra fee, which you must pay locally at the hotel upon check-in or check-out.
- Price increases are not permitted after the customer has paid in full. If you are a resident of Ontario and your deposit has been processed, you have the right to cancel your contract and obtain a full refund in the case that the price of services increases by more than 7% (unless resulting from an increase in government taxes or a fuel surcharge allowed by the Canadian Transportation Agency).

#### Special Requests

Any special request should be communicated to us PRIOR to the time of booking. Unfortunately, special requests (i.e. requests for specific rooms and views, as well as service needs and requirements due to medical conditions and/or disabilities, etc.) cannot be guaranteed by the supplier. While the suppliers will attempt to accommodate such requests, we cannot be held responsible if special requests are not fulfilled, and a failure to meet special requests will not constitute breach of contract by us.

#### Credit Card Payment

Your authorization to use your credit card (either through our web site or over the phone) constitutes acceptance of our terms and conditions, including these terms and conditions of sale and those of the supplier(s) of the travel products and services purchased, regardless of signing a credit card charge form. The foregoing authorization is your confirmation that you will pay the total amount charged for the products and services purchased according to your cardholder agreement and not charge back your payment. Notwithstanding the foregoing, the supplier(s) of the products or services purchased may require the cardholder to present the original credit card used as payment at check-in. Failure to present the original credit card may result in the requirement to purchase a new product or service.

Reservations are not guaranteed until ticketed and reservation and pricing is not guaranteed until credit card check is complete. Certain suppliers do not accept credit card as form of payment for a flight ticket purchased, in which case you are authorizing us to charge your credit card under our merchant account.

In the event that the credit card holder is not also one of the passengers travelling, a Third Party Credit Card verification process, including the completion of an appropriate Third Party Credit Card Form along with the presentation of a passport and driver's license, may be required.

We act as a retail agent on behalf of the suppliers of the travel products and services that we sell. Therefore, in some instances, the supplier's name will appear as the vendor on your credit card statement rather than ours.

#### *Cancellations, Changes and Refunds*

Unfortunately, we are not able to provide refunds for unused travel services or any portion thereof, nor is the price or value of unused travel services exchangeable for any other travel products or services. Any changes made to your current booking will be subject to the terms and conditions imposed by the supplier(s) of those travel products or services. Travel insurance may protect you in certain circumstances and we encourage you to purchase the appropriate travel insurance coverage for protection. We also reserve the right to apply an administrative charge not exceeding \$50.00 before taxes for cancellations or changes to bookings in addition to any such charges imposed by the travel supplier(s).

#### *Baggage Restrictions*

Restrictions on carry-on baggage are regulated by Transport Canada. For updated information on these or other Government of Canada security requirements, please visit the Canadian Air Transport Security website at [http://www .tc.gc.ca](http://www.tc.gc.ca) or <http://www.catsa-acsta.gc.ca> or phone 1-888-294-2202.

Transport Canada's restrictions on carry-on baggage at the time of this publication are as follows:

- Containers of liquids, aerosols or gels in your carry-on must be 100 ml/100 grams (3.4 oz) or less.
- All containers must fit in 1 clear, closed, re-sealable plastic bag no more than 1 litre (1 quart) in capacity. The approximate dimensions of a one litre/quart bag are 15.24 cm by 22.86 cm (6 in. by 9 in.) or 20 cm by 17.5 cm (8 in. by 7 in.).
- At the screening point, take your plastic bag out of your carry-on and place it in one of the provided trays.
- Drink or discard any beverages in containers over 100 ml before pre-board security screening.
- Any containers over 100 ml should be placed in checked baggage.

- Exceptions for liquids, aerosols and gels - the following are allowed in your carry-on without a bag and in containers over 100 ml:
  - If traveling with an infant under two years of age (0-24 months), baby food, milk, formula, water and juice in small containers and reasonable amounts for your itinerary.
  - Prescription and essential non-prescription medicines.
  - You must declare all such items at security screening. These items must be removed from carry-on baggage and placed directly into a bin at the entrance of the checkpoint, as additional screening may be required.

Above restrictions are subject to change. UNLESS INSURED, ALL BAGGAGE REMAINS AT THE OWNER'S RISK THROUGHOUT THE TRIP.

#### Deposit Bookings / Early Booking Bonus

The full amount due is required to be paid prior to the specified due date, as there is no cancellation option. Five days prior to the specified due date, one of our Travel Advisors will be in contact with you to obtain your credit card information again so that final payment can be processed, as we do not store any of your credit card data on file. If there is an Early Booking Bonus date, one of our Travel Advisors will be in contact with you three days prior to such date. If we attempt to make contact with you and you do not in turn contact us to process the final payment, we will not be held responsible should payment not be processed prior to the required due date and the supplier cancels your booking. Please note that all deposits are non-refundable and, in the event that final payment is not processed prior to the specified due date, the supplier reserves the right to cancel your booking and retain all deposit monies paid by you.

#### Hotels and Car Rentals

For prepaid hotel accommodations, the following conditions apply:

- Any incidental charges will be assessed directly to you by the hotel upon check-out.
- Rates are based on double occupancy, unless otherwise noted. Charges for extra persons (including children) may apply and will be paid directly to the hotel.
- Any changes to or cancellations of a reservation may result in cancellation charges or change fees ranging from a minimum of \$25.00 to the total amount of your stay.
- No refunds for unused nights, including those resulting from delayed check-in or early check-out, will be given.
- Guests must be at least 18 to 21 years of age (depending on jurisdiction) at time of check-in (depending on individual hotel policy) unless accompanied by a parent or guardian.

If car rentals are included, please note that in certain jurisdictions, a minimum age requirement may be imposed for purposes of car pick-up. Please check with the car rental company directly for the minimum age requirement at the pick-up destination, as a failure to meet the minimum age requirements may result in your car rental request being denied.

### Travelling While Pregnant

For travelers who have entered their 32nd week of pregnancy, we recommend that you obtain a letter from your doctor stating (i) that the pregnancy is uncomplicated, (ii) the expected date of delivery, (iii) that you are in good health, and (iv) that (in their opinion) there is no reason why you cannot fly. We also suggest you contact the airline in advance of flying to confirm the regulations as outlined in their policy. In addition, many cruise lines will not accept passengers who have entered their 24th week of pregnancy by the beginning of, or at any time during the cruise. A physician's 'Fit to Travel' note is required prior to sailing, stating how far along (in weeks) your pregnancy will be at the beginning of the cruise. We recommend you visit the cruise line website prior to sailing to confirm the regulations as outlined in their policy.

### Travel Insurance

We remind you that government health insurance plans may only pay a portion of the expenses incurred for emergency out-of-province hospital or medical services. In addition, based on the supplier terms, your bookings may also be 100% non-refundable. Therefore, without medical, trip cancellation and interruption insurance, you may lack the financial protection you need should you be faced with medical bills in the event of an unforeseen illness or injury during your trip. Please contact at 1-844-562-8466 to speak with a representative regarding the purchase of travel insurance.

### Airport Check-In / Seat Selection

For non-reserved seating, seats are allocated on a first-come, first-served basis. While times may vary by airline, generally speaking, all passengers should arrive at the airport at least three (3) hours prior to flight departure, with check-in closing one (1) hour prior to departure. For security reasons, all passengers must be present for check-in, and you will not be allowed to board, nor will you be entitled to a refund, if you have not checked-in by the minimum time requirement as stipulated by the airline. While we will endeavor to notify you of any changes to departure times that we are made aware of, we cannot monitor every flight. Therefore, it is your responsibility to contact the airline and reconfirm your flight times 12 to 24 hours prior to departure.

### Departure Taxes

Some destinations charge a departure tax which is collected from all passengers when they are leaving the destination at the local airport when checking in for the return flight. Please refer to your e-documents which will outline any applicable fees. Below are some common fees (please confirm prior to departure):

<b>Argentina</b>	\$70USD (Cdn Citizen) (\$131 USD Others)	<b>Honduras</b>	\$30USD
<b>Barbados</b>	\$25BBD	<b>Jamaica</b>	\$28USD
<b>Belize</b>	\$80USD	<b>Margarita Island</b>	\$60USD

<b>Brazil</b>	\$36USD	<b>Panama</b>	\$40USD
<b>Cayman Islands</b>	Not Confirmed	<b>Roatan (Honduras)</b>	\$37USD
<b>Columbia</b>	\$47USD	<b>Saint Kitts &amp; Nevis</b>	\$17USD
<b>Costa Rica</b>	\$28USD	<b>San Andres</b>	\$31USD
<b>Cuba</b>	\$25 Conv Pesos	<b>Trinidad &amp; Tobago</b>	\$100TT (approx. \$20 CAD)
<b>Dominican Republic</b>	\$20USD	<b>Turks and Caicos</b>	\$23USD
<b>Haiti</b>	\$30USD	<b>Venezuela</b>	\$54USD

#### Special Considerations for Children Traveling with Parents

For travel within Canada, children under 18 years of age must present a birth certificate, health card, passport or other government issued photo identification. For travel outside of Canada, children must be in possession of a valid passport. If a child is traveling with only one parent, a notarized letter is required giving the parent permission for the child to travel unless the parent has sole custody and provides documentation proving so. The age at which a person is considered a child varies from country to country and you are therefore encouraged to investigate the requirements for the country you are travelling to if (i) you are travelling with a child under 18 without both parents, or (ii) traveling with a child who is not your child (e.g., niece, nephew or grandchild) and you are not their legal guardian.

#### Children Travelling Alone

Please contact the airline directly regarding services available for unaccompanied children. It is the parent's responsibility to contact the airline directly to let them know their child will be travelling alone and to review all details concerning travel for unaccompanied children prior to arrival at the airport.

#### Duration

Please note that the number of nights is based on the travel dates and not the hotel check-in or check-out dates. In certain circumstances involving odd durations, some hotels may require an early check-out and the hotel may charge additional fees. Please refer to the supplier's brochure or website for full details.

### Currency

Prices displayed are in Canadian dollars unless otherwise noted. Some charges may be processed in a foreign currency by the supplier. In these case, please be aware that posted prices which include foreign currency exchange are approximate amounts only until the transaction has been processed and charged to your credit card.

### Ticket & E-document

Prior to departure and provided your reservation has been paid in full, a web-link will be sent to the email address given at the time of booking with instructions on how to retrieve your e-documents online. If for whatever reason you cannot access your email address or are having difficulty with your e-documents, please contact us for assistance. Please ensure that you contact the airline at least 24 hours prior to departure and on the day of your departure for any schedule changes and confirmation of your flights.