



Terms & Conditions

The tour participant(s) acknowledge reading and agreeing to the terms and conditions set forth below, covering the tour packages operated by:

Regent Holidays

(henceforth **RH** or the Operator)

8800 Dufferin St., Suite 101,

Concord, Ontario M4J 3S2

Tel: (416) 423 2815

E-mail: adicicco@adventureandleisuretravelmarketing.com

TOUR PRICES:

Our prices may include AIR & LAND or LAND-ONLY packages based on the tour selected. Tour prices are per person, based on double occupancy. Single room supplements and triple room reductions are listed where applicable. PLEASE NOTE, in case of a human or computer billing error, we reserve the right to re-invoice for the correct amount. A full refund will be made to passengers not wishing to pay increases provided that the passenger's written cancellation is received by **RH** within 5 days after price increase notification.

PRICE GUARANTEE:

All tour prices are based on rates known at the time of printing. Prices are subject to increase without notice if such rates change prior to departure. The current price will be confirmed at the time of reservation. However, once **RH** has received your deposit for any tour departing in 2007, that LAND price is guaranteed, and any subsequent LAND cost increases are at our expense, NOT including surcharges and any government tax increases. Airfares are subject to change but can be guaranteed when paid in full.

RESERVATIONS/PAYMENT BREAKDOWN:

A deposit is required at the time of booking and NO request will be acted upon until a deposit is received.

LATE BOOKINGS:

(reservations made within 45 days of departure date):

Payments must be made within 24 hours of booking by certified check, wire transfer or credit card., and are subject to an additional \$25 late-booking fee, plus any costs incurred to ensure timely document delivery.

PAYMENT BREAKDOWN:

ESCORTED & HOSTED PACKAGES, CRUISE PACKAGES AND INDEPENDENT PACKAGES:

A \$300 deposit per person (non-refundable) is due within 5 working days from time of booking. In all instances final payment is due 45 days prior to departure. If payments are not received within due time, **RH** has the right to cancel the bookings without any liability. We strongly recommend that alternate packages and/or dates be considered, if the requested services are not available at the time of booking.

CANCELLATION POLICY:

ESCORTED & HOSTED PACKAGES, INDEPENDENT PACKAGES, HOTEL & RESORT PACKAGES, RAIL AND FLY/DRIVE PACKAGES:

For cancellations between 44 and 31 days prior to departure, the cancellation fee is the full deposit of the package; for cancellation between 30 and 15 days prior to departure, the cancellation fee is 50% of the package; for cancellation between 14 days and less prior to departure, the cancellation fee is 100%. No refunds will be made on any unused portion of the tour package. Should **RH** cancel a departure for any reason whatsoever, including insufficient number of participants, a full refund of all monies paid will be made.

AIR TICKETS:

AIR & LAND packages are based on non-refundable airfares. Once the air ticket has been issued, its penalty amount will be added to all the preceding penalty charges, except when **RH** cancels a departure. In addition, should air tickets used in conjunction with **RH** ground services be issued by companies other than **RH**, such tickets may be subject to cancellation penalties and **RH** cannot be held responsible even in the case when **RH** may cancel a departure for any reason whatsoever. Consult your travel agent or the airline for the applicable penalties and/or restrictions.

RESERVATION CHANGES:

Due to the expense incurred in making changes, a \$35 fee will be assessed for each change made up to 30 days before departure on deposited bookings. Additional incurred expenses will be charged for each change made less than 30 days before departure. This includes changes made to passenger's name, hotel, and air or ground transportation. A change of tour date (ESCORTED, HOSTED AND CRUISE PACKAGE TOURS) within 45 days of departure is treated as a cancellation. Also, changes to the air portion may be subject to additional charges.

TO AVOID INCURRING THESE VARIOUS CANCELLATION CHARGES, THE PURCHASE OF INSURANCE IS STRONGLY RECOMMENDED

CHARGE IT:

We honor most major credit cards so you can pay your deposit for any of our tours conveniently by phone or BOOKING ONLINE. Final payment with credit cards require signed Universal Credit Card form (except for BOOKING ONLINE), validated by the traveler/ credit card holder. No second-party credit cards will be accepted. Restrictions apply.

HOTELS:

Hotels are classified by the Operator using government ratings, which vary from country to country. The Operator reserves the right to make substitutions with hotels of similar or higher ratings. Accommodations are based on two persons sharing a twin-bedded room with private bath or shower, at the hotel selected or similar. A single room may be provided at an additional supplement. In many cases, single rooms, though assuring privacy, are small and not as well situated as double room accommodations. In addition, rooms are assigned upon arrival based on current availability and may vary in size, amenities and location. Generally, triple rooms in Europe consist of two beds with a rollaway set up for a third party. This may not be comfortable for some travelers. In the event a hotel substitution becomes necessary, a comparable class of hotel will be provided, however, amenities may not be the same. Air conditioning is available at most 4-star or higher hotels. However, foreign air conditioning is not necessarily used according to North American standards. Some tourist-class hotels may have air conditioning available, and some may charge an additional supplement.

CRUISES:

Rates are based on two persons sharing an inside-cabin with two lower berths, private shower and toilet. Single cabins and upgrades for outside-cabins or to superior cabins and suites are available at a supplement. Cabin assignments are made on the basis of Category's run-of-the-ship. Actual cabin number may be known about 30 days before embarkation.

TOUR PARTICIPANTS:

On Escorted Tours, we do not accept children under 8 years of age, because we have found that they are too young to enjoy touring. On Independent Tours there is no age limit. Handicapped participant who requires special assistance must be accompanied by a qualified helper who assumes total responsibility for the handicapped participant's well being. Furthermore, most transportation services, including motorcoaches are not equipped with wheelchair ramps and for safety reasons passengers requiring wheelchairs cannot be transported. In Sea Cruises passengers cannot be carried on ramps when ships are at anchor. To assure congenial membership, **RH** reserves the right to accept or reject any person as a tour participant and to expel from the tour, any participant whose conduct is deemed incompatible with the interest of the tour group. Any incurred expenses will be at the charge of the expelled tour participant.

TOUR DOCUMENTS:

To ensure proper last minute delivery of travel documents (via UPS ground) a fee will be charged to each invoice. Tour documents, including airline tickets, are sent out two weeks prior to departure date, provided payment in full has been received.

SIGHTSEEING & ITINERARIES:

Sightseeing is included as per the itinerary and is under the direction of licensed local guides where required. Entrance fees to all places visited are included where indicated. During holidays, some sights such as museums may be closed or unavailable for visits. **RH** reserves the right to vary the sequence of sightseeing and/or to re-route the order of cities should circumstances demand it. In either case, the itinerary content will be maintained, however, the order may change. Optional excursions are offered in most cities. Your tour director and/or hostess will advise you of the optional excursions available on your tour, all of which must be purchased locally (cannot be charged on credit cards except during cruising). There are no refunds for any unused portion of these excursions.

TOUR SERVICES:

If the services included in the tour cannot be supplied, or there are changes in an itinerary for reasons beyond our control, we will arrange for the provision of comparable services. Any resulting additional expense will be payable by tour participants; likewise, any resulting savings will be refunded to the tour participants at the discretion of **RH**.

GROUND TRANSPORTATION:

Is provided by air-conditioned motorcoach or other conveyance as specified in the itinerary. On our Escorted Tours the following rules apply: NO SMOKING and SEAT ROTATION.

TRANSFERS:

Round-trip transfers are included where specified, from airports, piers and railroad stations to hotels while in Europe, with MEDITERRANEAN CRUISES and AIR & LAND PACKAGES. Such transfers inclusion notwithstanding, passenger is responsible for punctuality on all flights and tour services, consequently lateness will be considered as NO-SHOW and no refund is allowed. For ESCORTED TOUR passengers extending pre-and-post tour dates, or deviating from set schedule, transfers are not included, but may be provided at a supplement. Likewise for passengers not arriving on designated flights, transfers between airport and hotels are at passenger's own expense. For passengers extending on ESCORTED PACKAGES and MEDITERRANEAN CRUISES with AIR & LAND, transfers are included providing that overnights are at designated hotels and are booked through **RH**. All LAND ONLY ESCORTED packages, AND MEDITERRANEAN CRUISE ONLY programs do not include transfers.

BAGGAGE HANDLING:

Is included at hotels ONLY on MOTORCOACH TOURS, and includes handling of one normal size suitcase per person. Wheeled carry-on cases are considered a normal piece of luggage. Additional baggage will incur a charge of \$10 per piece per service, to be paid locally. In addition, **RH** is not responsible in the event that luggage or tour participants' belongings become damaged or lost, which occurrence must be promptly notified to, and acknowledged by recognized authority in writing. **WE STRONGLY RECOMMEND THAT YOU PURCHASE OUR INSURANCE.**

EXTENDED STAY:

The airfare included in our packages permit a total stay of 30 to 60 days depending on the airline. Should you choose to extend your stay before or after your **RH** program, all arrangements and costs incurred therein shall be your responsibility (extra days at hotel, transfers to airport, weekend surcharges, etc.).

TOUR ESCORT:

As indicated in tour features, a professional English-speaking Tour Director accompanies each Escorted Tour throughout the itinerary, except while cruising.

AIRFARES:

AIR & LAND packages are based on scheduled dates, including weekend supplements where applicable. You may extend your stay up to a total of 30 to 60 days, including your tour days. For the convenience of included airport transfers and flight schedules on ESCORTED PACKAGES and CRUISES, due to restrictions and limited space on discounted fares, we recommend that you select our all-inclusive AIR & LAND packages. For details on designated flights, airfare supplements or reductions, arrival/departure transfers, and lowest applicable airfares, consult your travel agent or **RH** at the time of booking. If passengers purchase non-refundable air tickets, **RH** cannot be held responsible in the event a tour is cancelled for any reason whatsoever. It is the passenger's responsibility to reconfirm all flights 72 hours before flight time. Should the airline request, for any reason at all, an unexpected issuance of air tickets, they must be immediately paid in full regardless of any previous notification to passenger.

PASSPORT/VISA:

Canadian citizens require a valid Canadian passport. Passengers are responsible for ensuring that they have the proper travel documents and MUST CHECK with the respective consulates or visa agency to determine whether any visas are required. Most countries require that passports be valid for at least 6 months beyond the conclusion of the trip.

INSURANCE:

Health, accident, luggage and trip-cancellation/interruption insurance is strongly recommended and available. Pre-Existing Condition Exclusion Waiver is only valid if insurance payment is received with deposit. Our invoice will automatically include insurance. You have the option to accept or refuse it. See Insurance page for further details. Insurance premiums are non refundable.

CLAIMS:

Typewritten claims must be received within 30 days after scheduled return date and will be acknowledged within 60 days.

CUSTOMER COMMENTS:

At the end of each holiday, you will have the opportunity to complete a Questionnaire about the tour. This form will be mailed to you with your documents or distributed to you by your Tour Director. Please take this opportunity to give us your comments on all aspects of your trip. This will help us maintain the high standards of quality and service that have been our trademark since **1968**.

AIRLINE RESPONSIBILITY:

The carriers concerned are not to be held responsible for any act, omission, or event during the time passengers are not on board their conveyances. The airline passenger tickets, when issued, shall be the sole contract between airline and buyer/passenger of these tickets.

RESPONSIBILITY:

This program is arranged by *Regent Holidays* a company registered in the province of Ontario, your tour operator. It has made the travel arrangements as intermediary or agent for the transportation carrier and other suppliers of services connected with the tour, all of which are independent contractors. **RH** in no way owns or operates the vehicles or facilities to be used during the tour, and assumes no responsibility for the negligent acts and/or omissions of these independent contractors, their employees, agents or representatives. All bookings are accepted subject to the conditions imposed by these independent contractors and **RH** will make no refund in the event of their delay, cancellation, overbooking, strike, act of terrorism or force majeure.

FORUM SELECTION CLAUSE:

Any litigation concerning the trip, including accommodations or any other services booked through **RH**, may be brought only within the province of Ontario and nowhere else, and Ontario law will be applicable to any and all such litigation.



Reg. #4374468

EXCLUSIVELY REPRESENTED BY:



We treat you Royally!