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## Information & Documents

### Tour Inclusions

8 Nights hotel accommodation as described  
1 Night VIA Rail accommodation as described (Cabin for 1 or 2)  
Baggage handling at the hotels for 1 piece per person  
Gratuities for guides & drivers  
8 breakfasts (Plated or buffet style) including taxes & gratuities  
2 dinners (Plated or buffet style) including taxes & gratuities  
1 special event reception including an exclusive insider's view to Carols in the Domain Dinner & breakfast onboard  
The Canadian VIA Rail train  
Transportation and transfers on chartered 55-passenger highway coach  
Private Highlights Sightseeing tours of Vancouver, Jasper, Banff and Lake Louise Services of English-speaking  
Guide/Tour Director for the duration of the tour  
National Park Fees  
Canyon Lights at Capilano Suspension Bridge Park (Day 2)  
Maligne Canyon Ice Walk & Jasper Wildlife Tour (Day 5)  
Banff Gondola (Day 6)  
Johnston Canyon Ice Walk Banff (Day 7)  
Lake Louise Sleigh Ride (Day 9)  
24-hour customer service line for assistance  
All applicable taxes and fees (GST, HST & Provincial room tax)

### Not Included in the tour cost:

VIA Rail gratuities are not included, and tipping is up to the discretion of the Tour Leader or passengers. Please see the suggested guidelines:

CA\$4.00 Baggage Handling - per person, per piece of baggage

CA\$4.00 Sleeping Car Attendant – per person, per night

Meal Service Staff: CA\$3.00 breakfast, CA\$6.00 lunch, CA\$9.00 dinner Meals & beverages not mentioned in the itinerary

Drinks except for coffee/tea at meals (unless listed as included above) Personal expenses & Travel Insurance

International and domestic flights Optional tours (where time permits)

### Canada Electronic Travel Authorization (ETA) Visa Requirements

Please note that Canada has an electronic travel authorization (ETA), which requires all international visitors to register online before traveling to Canada. Registration for the ETA program is now mandatory for all international travellers wishing to travel to Canada.

For information purposes, the below websites summarize all the details of the ETA as well as the process for obtaining the ETA.

<https://www.canada-eta.com/>

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

## **Important Notes:**

Check-in at hotels is usually at 16:00 and check-out is usually at 11:00.  
Due to special events, supplements may apply depending on the period travelled.

Coach transportation is calculated up to \$2 CAD per liter. In the event of diesel rate fluctuations, you will be notified of the applicable surcharge prior to final invoicing.

Should tax and fee increases be imposed by federal, provincial or municipal governments, an adjustment to the rates may occur.

Final invoice amount may vary depending on the final tour group numbers.

If the minimum tour group number is not met, a surcharge will apply to operate the tour based on a smaller group size. The final invoice will therefore be adjusted based on the final group size.

## **Airfares**

International and domestic airfares are not included within the tour price.

If airfares are required, these can be quoted on an individual basis, based on preferred airline, class of service and travel dates.

## **Optional Excursions**

If you wish to enhance your tour, we can suggest recommended excursions for your guests to enjoy. These would be in addition to the prices outlined above. Transportation may be required to visit extra excursions depending on your itinerary. We will be pleased to work with you to determine which option would fit into your program.

## **Group Minimum Numbers**

The pricing is based on a per-person rate for double occupancy. Additional single supplement would apply for solo occupancy. Triple & Quad share rates would be on a request basis.

The tour group requires a minimum of 30 passengers to operate at the advertised rate.

In the event that the minimum 30 passengers are not met, the tour will proceed with a smaller group size of 25 passengers, subject to an additional charge of AU\$400 per person.

If the smaller group size of 25 passengers is not reached 70 days prior to departure, options include cancelling with an administration fee of AU\$100 or transferring to a similar independent style package with pricing available upon request. If transferring to a package of lower value, a refund for the price difference will be issued if final payment has been made.

If transferring to a package of higher value, the price difference must be paid by the passenger.

We are not responsible for any losses, incidentals, or expenses incurred due to the cancellation of a Group Tour, as a result of not meeting minimum numbers.

Tour numbers will be assessed at 70 days prior to departure to determine if the minimum requirements have been met for the tour to proceed.

**Payment Conditions Payment / Booking Terms:**

AU\$1500 per person deposit due within 7 days of booking

Final Payment due on or before 70 days prior to departure

Full name as per passport, date of birth, contact phone number and email address required at the time of booking, along with any dietary or mobility requirements.

Passengers shoe sizes required at the time of booking for the included Ice Walks.

**Cancellation Fees:**

<b>Number of days prior to arrival Cancellation fee</b>	
Cancelled 70 days prior Cancellation fee of AU\$100 per person	
Cancelled 69 days to 51 days prior Cancellation fee of AU\$1500 per person	
Cancelled 50 days or less prior, no-show or cancelled during stay	Cancellation fee of 100% of the tour cost