

TERMS AND CONDITIONS INDIVIDUAL TRAVEL PLANS 2019

It is good to be aware of generally accepted rules and agreements with regards to reservations, payments, cancellations etc.

Cost To design and further organize a travel plan, Nature Trek Canada Wilderness Expeditions Ltd. (hereafter referred to as Nature Trek Canada or NTC) charges you € 250 (\$Can 350) regardless of the number of travelers in your party. Printing and postage for your custom-made travel guide are extra (generally between €20-40/\$Can15-35). In principle we limit travel plans to duration of up to 4 weeks (this can be adjusted upon request). Included are detailed trip consultation, design and advice, any reservations (flights, transportation, accommodation, excursions etc.). Once a route plan, itinerary and program is in place a detailed (printed and bound) travel guide including your itinerary, background information, maps and an overview of any reservations will be mailed to 1 mailing address.

How does it work? Upon receipt of a completed Travel Plan request form (or a detailed email) you will receive, free of charge or obligation, a preliminary layout of trip and route possibilities, an overview of (guided) activities and an accurate cost estimate. If you appreciate our approach to travel planning we will continue to work with you to develop your vacation and the one-time fee of € 250/\$Can350 comes into effect.

Registration, reservations and payment After having received an initial travel plan free of charge, you have the choice to continue to communicate with us to further develop your Travel Plan. If you do, an Individual Arrangement comes into effect and you accept the terms and conditions described here.

Reservations

Overseas travelers: reservations for (international) flights and transportation in Canada (car or camper) can be made by us from through an accredited consolidator in the Netherlands (Aireka/Sembono Travel BV). **USA/Canadian travelers:** reservations for flights and transportation/accommodation in Canada (car or camper) are subject to a booking fee. All reservations will be made in consultation with you and with your **explicit** approval only.

Once reservations are made you will receive an e-mail confirmation and an invoice for the cost of the reservations and a booking fee (USA/Canada only). For any reservation made, a deposit of 25% will have to be paid within seven days after receipt of the invoice. The residual sum (75%) must be paid six weeks before the departure date of your trip. Reservations made in Canada (guided excursions, ferries and accommodation etc.) will have to be paid in full upon receipt of the invoice.

Note - You are always free to make your own reservations for any or all components of your trip/vacation.

Accommodation Nature Trek Canada is in good standing with many accommodation providers throughout Canada. We offer you a choice of accommodations, but you are free to make your own reservations as well. For some accommodations we will charge you a reservation fee of \$Can 15.00 per night. You will be informed if this applies before any reservations are made. For any camping reservation a charge of \$Can 15 applies per campsite (regardless of the number of days spent on that campsite).

CANCELLATION AND CHANGES BY YOU, THE TRAVELER(S)

It is possible that you have to cancel your trip due to circumstances beyond your control. We strongly recommend cancellation insurance. The agreement between Nature Trek Canada and the participant will be cancelled after having received a written cancellation by fax or (e)mail (date stamp is used as the date the cancellation is received). For any bookings and reservations made through NTC in Canada, NTC will handle the administrative portion and will adhere to terms and conditions set by the various providers. Generally these are:

- a. up to 45 days prior to departure 25% of total sum for bookings/reservations made by NTC will be retained
- b. between 44 and 30 days prior to departure 50% of total sum for bookings/reservations made by NTC price will be retained
- c. Between 29 and 15 days prior to departure 75% of total sum for bookings/reservations made by NTC price will be retained
- d. 14 days prior to departure 100% of total sum for bookings/reservations made by NTC will be retained.

Cost for developing your Travel Plan (€ 250/\$Can 350) will not be reimbursed if you cancel your trip.

For bookings of **flights, rental cars** and **RV's** through our consolidator in the Netherlands, the following cancellation fees apply:

- a. Up to 42 days prior to departure 15% of the total booking amount applies
- b. 42 to 28 days prior to departure 35% of the total booking amount applies
- c. 28 to 21 days prior to departure 40% of the total booking amount applies
- d. 21 to 14 days prior to departure 50% of the total booking amount applies
- e. 14 to 5 days prior to departure 75% of the total booking amount applies
- f. 5 - to day of departure 100% of the total booking amount applies

(https://www.anvr.nl/DownloadItem/ANVR_ConsumerTermsandConditions_-_20180701.pdf & <https://www.anvr.nl/DownloadItem/travellerterms.pdf>, article 9).

If you choose to change your travel itinerary we will gladly assist you to make changes at cost price after written confirmation from you.

CANCELLATION AND CHANGES BY NATURE TREK CANADA

NTC will determine if developing your Travel Plan is feasible. Once agreed to continue developing your Travel Plan further, NTC cannot cancel your vacation because we only act as a facilitator for services like design and trip planning and/or reservations and bookings (flights, transportation, accommodation, excursions etc.). NTC does not act as a tour operator. In the event that a supplier of a service cancels a reservation made for you through NTC, we will act as mediator and deal with the administrative aspect of the cancellation. Be advised that the cancellation policies of the supplier determine the amount of funds returned to you (see above).

LIABILITY OF NATURE TREK CANADA Ltd.

Nature Trek Canada Ltd. commits to a carefully prepared and executed travel itinerary and program. We work with you to refine and personalize your Travel Plan by continued communication with you about options and cost implications. NTC accepts no responsibility or liability as a result of changes in trip duration or mistakes and/or errors that occur in your travel- or program description or printed documents. Your trip will be designed to be flexible and your itinerary can not be seen as a contractual obligation. NTC does not accept any responsibility or liability for loss, theft or damage to baggage and documents. International travelers must have valid travel documents. Our commitment to assist you will be seriously hampered if we cannot fall back upon the assistance of insurance and/or SOS service.

MISCELLANEOUS AND COMPLAINTS

We welcome your comments about any aspect of our service to you. We appreciate any suggestion that can improve our commitment to serving you as best we can. Legitimate complaints are solved while you are traveling in Canada or in writing up to 4 weeks after conclusion of your trip.