Terms & Conditions

1. Contract

1.1 “Terms and Conditions” ("Conditions") from the basis of the contract between You and TI "Touring Canada Limited" ("TI"; "We" or "Our") ("Contract"). It is important that you read the Contract carefully to ensure that You understand Your rights and obligations under it. The Conditions may also include additional terms and conditions applicable to a special offer or promotion, and/or to any special group or destination specified in the Conditions. 1.2 If you accept a Cruise, You will also be subject to the Cruise Terms & Conditions. 1.3 You confirm Your understanding and acceptance of the Conditions and the Contract. You confirm You understand all the information contained in the Contract, including the price, and the terms of the Contract, You should not make any payment to Us in this case. You understand and agree that You will be responsible for all costs associated with making any booking. 1.4 If you book a Tour on behalf of any other person, You represent to Us that You have their authority to make the Booking on their behalf and to legally bind them to the terms of the Contract, including the Conditions. Each reference to "You" in these Conditions includes any person who makes the Booking and each person covered by the Booking. 1.5 The Conditions apply to the Booking and Tour. 1.6 We may amend these Conditions from time to time. If we amend the Conditions, We will publish the amended version on Our Website. We will also provide You with the current version of the Conditions to You upon request. You will be bound by the current version of the Conditions at the time You make Your Booking. 1.7 If a Tour includes a Cruise, Your transport on any river cruise vessel you booked is a separate contract (based on the Operator Conditions) with each Operator. The Operator Conditions are published on Our Website and are available on request by contacting one of our team at the Customer Service Address. It is important that You read the Operator Conditions carefully to ensure that You understand Your rights and obligations under it. To confirm Your understanding and acceptance of the Operator Conditions by payment of a deposit or otherwise, You agree that the Operator Conditions will form part of Your Contract and a separate contract (based on the Operator Conditions) with each Operator. 1.8 You are advised that delays or other disruptions may occur. Any delays or changes to Your Itinerary; the services of a Cruise Director (if applicable) and/or Tour Director; any inclusions identified in Your Itinerary; or the price of Your Itinerary; the services of a Cruise Director (if applicable) and/or Tour Director; any inclusions identified in Your Itinerary; or the price of Your Itinerary; or the inclusions of Your Itinerary; or the price of Your Itinerary; or the inclusions of Your Itinerary; or the price of Your Itinerary; or the inclusions of Your Itinerary; or the...
2.12 Cruise
(a) If your Tour includes a Cruise, the following provisions apply:
(a) Deckplan: The deck plan, cabin sizes, images, inclusions and layout in the Tour Brochure is incorrect. The Tour Brochure is not accurate with regards to the availability and size of cabins or rooms in Tour Brochures are not drawn to scale.
(b) Cruise Cabins: Cruise Cabins (unless otherwise specified in the Tour Brochure) are categorized in the Tour Brochure. Upgrades are subject to availability and will be at an additional cost.
(c) Cruise Pre-departure Check-in: On arrival at the vessel, you will need to complete a pre-departure check-in. You may be required to present photo identification, such as a passport or driver’s license, as a condition of entry to the vessel.
(d) Shore Excursions: Shore excursions provided by independent third-party Service Providers are at your own expense and can be purchased prior to Tour Departure Date. All shore excursions are final 12 days prior to Tour Departure Date.
(e) Photographs: Photographs of the most spectacular and beautiful photographic scenery in the world. However, We cannot guarantee that every shore excursion will be weather permitting or available on each Tour. No refund or other compensation will be available for any resulting missed shore excursion.
(f) Smoking: Smoking is limited to designated smoking areas during Your Tour. If you acknowledge that We may restrict smoking to specific times and locations during Your Tour, We cannot guarantee such opportunities will be available.
(g) Noise, vibration and odour: While the operators take reasonable steps to minimize noise, vibration and odours, We accept no responsibility for any noise, vibration or odour.
(h) Docking Position: Your vessel will be docked in waterfront locations and will not be liable to you in relation to any noise, vibration or odour.
(i) Internet Service: We will endeavour to provide Internet service. However, We cannot make any representation or warranty that Internet service will be available at all times. Should you wish to use your personal computer or mobile device for Internet access, you must bring your own Internet connection device.
(j) Internet Service: For a nominal fee, we will provide complimentary Wi-Fi service in the Wellness Centre. This service is available on a first come, first served basis, and will not be available in all areas or times.
(k) River cruise ships do not carry a doctor on board (except in Russia), however River cruise ships do carry a pharmacist and a nurse. In the event of any medical emergency, you will be responsible for any medical care you may require or choose to obtain. We will make every reasonable effort to accommodate your dietary requests but cannot guarantee that such requests can be met.
(l) Medical Services: We strongly recommend you visit a Doctor prior to Your Tour.
(m) Solo Passengers and Single Accommodation: If you are a single traveller and You remain matched throughout the entire Tour, You will be responsible for all single supplements.
(n) Internet Service: If you are a single traveller and You remain matched throughout the entire Tour, You will be responsible for all single supplements. If a delay or failure occurs or is anticipated due to Force Majeure Event, if it is impracticable or impossible to continue the Tour in the previously agreed manner or to make alternative arrangements, We may cancel the Tour and You will be entitled to a full refund of the money paid. You will be responsible for all single supplement costs.
(o) Special Diets: If you are a single traveller and You remain matched throughout the entire Tour, You will be responsible for all single supplements.
2.13 Coaches
(a) Seating rotation: To ensure all passengers have the opportunity to enjoy front and window seats, a daily seat rotation system is employed on all of Our coaches.
(b) Travel sickness: If you suffer from travel sickness, you should arrange medication or other alternatives to treat symptoms, as We cannot make allowances for
2.14 Air Travel and baggage
(a) Airfare Conditions: All airfares are subject to availability and conditions apply.
(b) Airfare Reservations: Our reservations consultant will book an appropriate fare for You. Some discounted airfares have conditions which make them unsuitable for use on a tour with Us. You acknowledge that We may be unable to make revisions or changes to your airfare booking.
(c) Airfare Cancellation: Our penal policy, which can be provided on request.
(d) Solo Passengers and Single Accommodation: If you are a single traveller and You remain matched throughout the entire Tour, You will be responsible for all single supplements.
(e) Internet Service: We provide complimentary Wi-Fi service in the Wellness Centre. This service is available on a first come, first served basis, and will not be available in all areas or times.
(f) River cruise ships do not carry a doctor on board (except in Russia), however River cruise ships do carry a pharmacist and a nurse. In the event of any medical emergency, you will be responsible for any medical care you may require or choose to obtain. We will make every reasonable effort to accommodate your dietary requests but cannot guarantee that such requests can be met.
(g) Medical Services: We strongly recommend you visit a Doctor prior to Your Tour.
(h) Solo Passengers and Single Accommodation: If you are a single traveller and You remain matched throughout the entire Tour, You will be responsible for all single supplements.
(i) Internet Service: If you are a single traveller and You remain matched throughout the entire Tour, You will be responsible for all single supplements. If a delay or failure occurs or is anticipated due to Force Majeure Event, if it is impracticable or impossible to continue the Tour in the previously agreed manner or to make alternative arrangements, We may cancel the Tour and You will be entitled to a full refund of the money paid. You will be responsible for all single supplement costs.
(j) Special Diets: If you are a single traveller and You remain matched throughout the entire Tour, You will be responsible for all single supplements.