Terms & Conditions

1. Contract

1.1 These terms and conditions ("Conditions") form the basis of the contract between You and Scenic on the terms and conditions therein set out. By making a Booking with Scenic ("Booking"), it is important that You read the Conditions carefully to ensure that You understand and accept them. If You do not understand and accept the Conditions and the terms of the Contract, You should not make a Booking. If You do not do so, You are not bound to make a Booking in accordance with these Conditions. If you have any questions about the Conditions, please contact us by phone, email or post.

1.2 If your Tour includes a Cruise, You will also be subject to the Cruise Conditions.

1.3 You confirm your understanding and acceptance of the Conditions and the Contract by paying Your Booking Deposit or otherwise paying any part of the Tour Price to Us. You complete Your Booking when We confirm Your Booking in accordance with clause 3.3.

1.4 A "person" means a person, company, corporation or other legal entity. A "Company" means Scenic Tours, Inc., or any other person or entity to which Scenic Tours, Inc., may assign or delegate its rights or obligations under the Contract, and "We" or "Us" means Scenic Tours, Inc., or the person to whom We assign Our rights or obligations under the Contract.

1.5 Your Booking is not part of any contract with us. When We amend the Conditions, We will provide you with the amended version on Our Website. We will also provide you with the current version of the Conditions to You upon request. We will be bound by the current version of the Conditions. All conditions, warranties, representations and statements set out in Your Booking are incorporated into the Contract at the time of making Your Booking, as amended by any written notice You may have received from Us.

1.6 We reserve the right to withdraw Our rights and obligations under the Contract, or to refuse Your Booking, if You provide any false or misleading information or if We reasonably believe that Your Booking is likely to cause inconvenience to Us, including when We reasonably believe that We may not be able to provide You with the Services included in Your Booking, including the services of a Cruise Director (if applicable) and/or Tour Director; do not provide or arrange appropriate alternative activities, transport and accommodation; provide inadequate medical advice; or We are unable to provide the Services because of a Force Majeure Event.

1.7 If Your Tour includes a Cruise, Your transportation on any river cruise vessel due out of a port that is unavailable or not in operation will be substituted with alternative transport and/or alternative accommodation, unless We are otherwise prevented by any circumstances set out in clause 3.12. In such case, We will provide or arrange alternative transport and/or alternative accommodation with appropriate alternative activities, transport and charges (excluding GST); or any items or personal expenses of a nature similar to the lost or substituted Services.

1.8 You confirm your understanding and acceptance of the Contract by paying the additional terms and conditions applicable to a special offer or promotion, and/or paying any other amount required to confirm Your Booking.

1.9 A "Guest" or "Passenger" means the person who makes the Booking and each other human being whom You make a Booking for, including Your name, address, phone number and other travel documents required to join the Tour, as amended by any written notice You may have received from Us.

1.10 Your Tour price is not confirmed until We have received:

(a) a deposit of 20% of the Tour Price; and
(b) a credit towards future tours which will be valid for 24 months from the date of payment, unless the credit is used within 12 months of the date of payment.

2. Tour Price

2.1 Your Tour Price is quoted in Canadian Dollars. Your Tour Price includes the following:

(a) all direct tour costs, including airfares; airline taxes; shore excursions on ocean cruises; additional optional travel insurance; meals and beverages; accommodations; and services of a Cruise Director (if applicable) and/or Tour Director, which are available on our Website and otherwise on request from Us.

(b) a credit towards future tours which will be valid for 24 months from the date of payment, unless the credit is used within 12 months of the date of payment.

3. Payment

3.1 You confirm Your acceptance of the Tour Price in writing within 1 day of receipt of notification from Us, We will be deemed to have rejected the Tour Price. If You do not confirm Your acceptance of the Tour Price, We will cancel Your Booking and refund Your Booking Deposit, if applicable, to You. If You confirm Your acceptance of the Tour Price, We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price. If You have paid all or part of the Tour Price, We will notify You of the Tour Price, or We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price.

3.2 If clause 3.1 does not apply, You must pay to Us the balance of the Tour Price and all other amounts payable under the Contract no later than 30 days before the Tour Departure Date. If You have paid all or part of the Tour Price, You must continue to pay Us the balance of the Tour Price, or We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price. If You have paid all or part of the Tour Price, We will notify You of the Tour Price, or We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price.

3.3 If clause 3.1 does not apply, You must pay to Us the balance of the Tour Price and all other amounts payable under the Contract no later than 30 days before the Tour Departure Date. If You have paid all or part of the Tour Price, You must continue to pay Us the balance of the Tour Price, or We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price. If You have paid all or part of the Tour Price, We will notify You of the Tour Price, or We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price.

3.4 If clause 3.1 does not apply, You must pay to Us the balance of the Tour Price and all other amounts payable under the Contract no later than 30 days before the Tour Departure Date. If You have paid all or part of the Tour Price, You must continue to pay Us the balance of the Tour Price, or We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price. If You have paid all or part of the Tour Price, We will notify You of the Tour Price, or We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price.

3.5 If clause 3.1 does not apply, You must pay to Us the balance of the Tour Price and all other amounts payable under the Contract no later than 30 days before the Tour Departure Date. If You have paid all or part of the Tour Price, You must continue to pay Us the balance of the Tour Price, or We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price. If You have paid all or part of the Tour Price, We will notify You of the Tour Price, or We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price.

3.6 If clause 3.1 does not apply, You must pay to Us the balance of the Tour Price and all other amounts payable under the Contract no later than 30 days before the Tour Departure Date. If You have paid all or part of the Tour Price, You must continue to pay Us the balance of the Tour Price, or We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price. If You have paid all or part of the Tour Price, We will notify You of the Tour Price, or We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price.

3.7 If clause 3.1 does not apply, You must pay to Us the balance of the Tour Price and all other amounts payable under the Contract no later than 30 days before the Tour Departure Date. If You have paid all or part of the Tour Price, You must continue to pay Us the balance of the Tour Price, or We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price. If You have paid all or part of the Tour Price, We will notify You of the Tour Price, or We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price.

3.8 If clause 3.1 does not apply, You must pay to Us the balance of the Tour Price and all other amounts payable under the Contract no later than 30 days before the Tour Departure Date. If You have paid all or part of the Tour Price, You must continue to pay Us the balance of the Tour Price, or We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price. If You have paid all or part of the Tour Price, We will notify You of the Tour Price, or We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price.

3.9 If clause 3.1 does not apply, You must pay to Us the balance of the Tour Price and all other amounts payable under the Contract no later than 30 days before the Tour Departure Date. If You have paid all or part of the Tour Price, You must continue to pay Us the balance of the Tour Price, or We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price. If You have paid all or part of the Tour Price, We will notify You of the Tour Price, or We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price.

3.10 If clause 3.1 does not apply, You must pay to Us the balance of the Tour Price and all other amounts payable under the Contract no later than 30 days before the Tour Departure Date. If You have paid all or part of the Tour Price, You must continue to pay Us the balance of the Tour Price, or We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price. If You have paid all or part of the Tour Price, We will notify You of the Tour Price, or We will cancel Your Booking and retain Your Booking Deposit, if applicable, for the payment of the Tour Price.

3.11 Your outbound travel insurance with a reputable insurance company to cover You against risks associated with Your Tour, including medical evacuations, repatriations, and medical expenses, and any costs and expenses incurred due to cancellations, delays or other disruptions.
The following provisions apply:

(iii) We do not guarantee the availability or quality of Internet connections or outside Our control.

(ii) Shipboard accounts may be paid by Euro or credit card. The on-board currency on Russian river cruise ships is the Rouble, however shipboard accounts may only

(j) Currency and credit cards

(iii) We are not, and our Service Providers and the Operators are not, liable regarding

(i) Prices quoted in Tour Brochures are on a twin share basis. If Your Booking is not

(iii) If You are willing to share a room with another single traveller of the same

(ii) Any third party operators such as but not limited to flights are subject to

(iv) Airfares booked as part of Your Tour will be through an appropriate route

(i) Medical Services:

(b) Facilities: It is important to note that:

(v) All airfares are subject to availability and scheduled for travel to meet the Tour

(c) Seat rotation: To ensure all passengers have the opportunity to enjoy front and

(iii) The conditions of sale of each carrier constitute a separate contract between You

(iv) We will use the Guest Contact Details if We need to contact You before the

11.2 Cruises

(a) Deckplan: The deck plan, cabin sizes, images, layouts and in the Tour Brochure. Changes in accommodation for You for the remainder of the Tour, subject to availability, and at

(i) Scenic Tailormade App transforms your personal mobile device into your own

12.6 Deposit Protection Plan

(a) Preview Offers

(i) All Preview offers are based on departures from Canada and are subject to

(ii) Selected items such as high-end spirits, including malt whiskey, French

13.13 General Terms

(a) Terms and Conditions

(iii) If You do not book Your flights with Us, You must ensure Your flight details are

(i) Scenic Culinaire is offered on board Scenic Diamond and Scenic Sapphire Space-

14. Destination Specific Terms

(i) Scenic Culinaire cooking school has limited capacity and may not be able to

(ii) Scenic Culinaire cooking school has limited capacity and may not be able to

(b) Airport Transfers

(iii) selected suites excluding Royal and Junior suites and available on selected

10.8 The Tour Brochure is valid for Tour Departure Dates during the Validity Period unless otherwise specified and supersedes all previous brochures.

5.2 We may also use Your name and the Guest Contact Details for marketing purposes.

2.5 We reserve the right to vary the itinerary or make any other changes, and to refuse to do so. We may contact the Customer Service Contact Address.

8.3 The right to vary the itinerary or make any other changes, and to refuse to do so, is in the absolute discretion of the courts of British Columbia and any courts competent to hear appeals from those courts.

2.10 We will use the Guest Contact Details if We need to contact You before the

12.1 Air Travel and baggage

(a) Airfares are not included in Your Tour Price.

(iii) Requests for disabled rooms must be made at the time of Booking and are

(f) no rules of construction apply to Our disadvantage on the basis that these

(e) the word 'include' in any form is not a word of limitation;

(b) Singular includes the plural and vice versa;

(c) Whether a room has been designated as a twin room or single room, single beds

(iii) If you are not flying with Us, You must provide Us with Your flight details

(28x54)on Russian river cruise ships is the Rouble, however shipboard accounts may only

(28x96)on Russian river cruise ships is the Rouble, however shipboard accounts may only

(28x102)on Russian river cruise ships is the Rouble, however shipboard accounts may only

7.6 Any information You provide to Us is subject to the laws of Canada applicable therein.

8.1 Privacy Policy

4.2 You have the right to request that We update Your Guest Contact Details or

5. For bookings made after the confirmation date on release of the full Europe River Cruise and Tours 2021 brochure.

14.4 Scenic Tailormade

(a) Seat rotation: To ensure all passengers have the opportunity to enjoy front and

(iii) In the event that We are required to vary the itinerary or make any other changes,

(i) Single rooms can be met.

(28x96)on Russian river cruise ships is the Rouble, however shipboard accounts may only

(28x121)on Russian river cruise ships is the Rouble, however shipboard accounts may only

(28x310)on departures as indicated on pages 28 and 29.

(28x383)on departures as indicated on pages 28 and 29.

(28x420)on departures as indicated on pages 28 and 29.

(28x536)on departures as indicated on pages 28 and 29.

(28x615)on departures as indicated on pages 28 and 29.

(28x652)on departures as indicated on pages 28 and 29.

(28x702)on departures as indicated on pages 28 and 29.

(28x755)on departures as indicated on pages 28 and 29.

(28x805)on departures as indicated on pages 28 and 29.

(28x872)on departures as indicated on pages 28 and 29.

(28x929)on departures as indicated on pages 28 and 29.

(28x986)on departures as indicated on pages 28 and 29.