

TERMS AND CONDITIONS

RESERVATIONS: To check availability and to reserve space on any of our tours, call us at **416 224 0684**

FORMS OF PAYMENT: Time Of Your Life Tours accepts payment in the form of Visa, Mastercard, Cheque or Money Order. Cheques or Money Orders must be currently dated, and made payable to Time Of Your Life Tours. On the back of your Cheque/Money Order, please print the name and date of the tour you are paying for.

Note: a \$20.00 Service Charge will apply to any N.S.F cheque, or cheque written on a closed or untraceable account.

DEPOSITS AND PAYMENTS:

ON DAY TOURS: If paying by Visa or Mastercard, payment in full will be taken at time of booking. If paying by Cheque or Money Order, payment in full is required within seven days of booking. We do not accept post-dated cheques on day tours.

ON MULTI-DAY TOURS: We require a set deposit at time of booking if paying by Visa or Mastercard, or within seven days if paying by Cheque or Money Order. We also ask that you forward a completed Reservation Form (found at the back of the tour program.) Unless otherwise stated with a tour description, set deposit requirements are \$50.00 for a 2 or 3 day tour, and \$100.00 for a tour of 4 days or more. Balance of payments are due 30 or 45 days prior to departure (or as stated with tour description.)

Receipts for day tours and multi-day tour deposits will be mailed to you. Receipts for multi-day tour balance payments will be mailed with your final documentation, approximately 7-10 days prior to tour departure date.

PAYMENTS FOR TRAVEL INSURANCE: If you are purchasing Allianz Global Assistance Travel Insurance through us for a multi-day tour, that payment is required in full along with your initial deposit.

SEND ALL PAYMENTS TO:

Time Of Your Life Tours
500 Sheppard Ave. East, Suite 203
Toronto ON M2N 6H7

TOUR CANCELLATION POLICY:

ON DAY TOURS: On a day tour, you may cancel any time up to 7 days from departure and obtain a full refund less a \$6.00 service charge. If you are cancelling less than 7 days from departure, it is fully non-refundable. Note: tours involving theatre tickets, train tickets, etc. are always non-refundable.

ON MULTI-DAY TOURS: The following cancellation charges apply:

31 days or more: \$25.00 Administration Fee

30 days to 15 days: 50% of tour cost

14 days to 8 days: 75% of tour cost

7 days or less: 100% of tour cost

Please note that different cancellation charges apply to multi-day cruises, and trips involving air travel.

HEALTH AND CANCELLATION INSURANCE: Time Of Your Life Tours highly recommends the purchase of Travel Insurance (Health and Cancellation) on multi-day tours. Health Insurance will protect if you need medical attention while away, and Cancellation Insurance will protect you against cancellation penalties should you need to cancel your tour prior to departure (for medical reasons only.) **Please Note: Health Insurance and Cancellation Insurance covers new, unforeseen, and unexpected conditions.**

Please note: Allianz Global Assistance Insurance coverage is NOT AVAILABLE to any individual who: has been diagnosed with a terminal illness; has been diagnosed with or has had an episode of congestive heart failure; has Acquired Immune Deficiency Syndrome (AIDS) or Human Immunodeficiency Virus (HIV); has Alzheimer's Disease or any other type of dementia; has received any type of treatment for pancreatic cancer, liver cancer, or any type of cancer that has metastasized; has been prescribed or used home oxygen *treatment* in the last 12 months; has had a major organ transplant (heart, kidney, liver, lung); or has received kidney dialysis *treatment* in the last 12 months. Questions/enquiries can be made directly to Allianz Global Assistance Insurance at **1 800 670 4426**.

TOUR PRICING / PRICE INCREASES AND SURCHARGES: All pricing shown in this program is in Canadian Dollars and includes HST and all other taxes where applicable. Prices are based on costs available to Time Of Your Life Tours as of Autumn/Christmas 2016. Unless the cost of a tour is paid for in full by the customer, all tour costs are subject to possible price increases due to currency fluctuations or fuel costs. If the tour cost increase exceeds 7%, the customer has the right to cancel and obtain a full refund (government tax increases exception.)

MOTORCOACHES: Motorcoaches used on our tours are all highway coaches with washrooms, DVD players and VCRs. On all of our tours, coach seating is assigned as payments are received. We do our best to honour specific seating requests made at time of booking. On our multi-day tours, seat rotation is done at the discretion of the Tour Escort.

US BORDER INFORMATION: All Canadians are required to present a valid passport to enter the United States. As always, it is your responsibility to ensure that you have the proper documentation when traveling outside of Canada. If you have any questions, please contact the Border Information Service (BIS) Line: 1 800 461 9999, or visit their website at www.cbsa.gc.ca for information.

LIABILITY: Time Of Your Life Tours, Ltd. acts only as the agent in arranging transportation, accommodation, tours and meals and shall not be responsible or liable for any loss, injury, damage, accident or death resulting from any delays, substitutions of equipment or any act, or omission, negligence or any fault of the sub-agent, carrier, restaurant or hotel providing services.

CHANGES: We reserve the right to make changes in carriers and restaurants as and if required. Alternate transportation, restaurants or attractions will be of equal quality. Time Of Your Life Tours, Ltd. reserves the right to cancel a scheduled tour at a date prior to departure if there are insufficient passengers. In the event of cancellation by Time Of Your Life Tours, Ltd., all monies will be refunded.

Smoking or alcohol consumption is not allowed by law on tour coaches.

TICO REGISTRATION NUMBER 2006430



Consumer travel
protection

MEMBER

