



## Terms & Conditions

Any transaction involves an agreement between one or more parties. We act as agents for the suppliers featured in our online presentation, and are subject to the terms and conditions they impose upon us. These include booking conditions, terms of payment, cancellation penalties and/or change fees.

1. **Customer Profile**

In order to book online, we will require you to complete a customer profile. This is generated automatically by the system we use. This will include your contact information including your address, telephone number, email address, and your credit card information. This information has to be accurate in order to have your transactions processed.

2. **Initial Deposit**

Once you enter into a transaction, you will be required to make an initial deposit which may be a portion of the services you book, or the whole cost of the services you book. You will be notified of the amounts being charged at the time of booking. These charges may include a service charge, which may appear as a separate charge on your credit card. If a service charge is to be applied, it will appear in the course of your transaction.

3. **Payments & Penalties**

Once payment is applied to a file, that payment is usually non-refundable. There may be exceptions. If you are uncertain, please call us to verify which elements are refundable and which are not, and the specific terms that apply to those booking elements. Generally most discounted air bookings are non-refundable, and all bookings are non-transferable. Tour deposits, and insurance premiums for trip cancellation are not refundable. Additionally, most tour products carry an escalating cancellation penalty – which means the closer it gets to your departure date, the higher the penalty.

4. **Credit Card Use**

In order to protect your self as well as us from fraud, we will not accept third party credit cards except in the case of existing corporate accounts. If you intend to start a corporate account with us, you will need to contact us by phone or email and complete a short questionnaire.

5. **Rejecting a Booking**

We reserve the right to decline to accept a booking at any time. If we elect to do so, the booking will be cancelled and the charge on the credit card reversed.

6. **Flight Reservations & Payments**

Flight reservations can be made at any time, but bookings will be held for 24 hours after which they are automatically released. Ticketing for airlines is processed manually, and the processing times are Monday to Friday from 9:30 am to 6:00 pm Pacific Time, and Saturday, from 10:30 am to 4:00 pm. Provided that the 24 hour window coincides with the times mentioned above, we will process the tickets or contact you for further information if required.



If it falls outside the above processing times, it is possible that the booking might automatically cancel. In that case you will be contacted by one of our agents during normal business hours, during which time we will attempt to reinstate the booking.

This does not apply to tour bookings made online, or to web bookings (for example Air Canada Web Bookings, WestJet Web Bookings, or other airlines whose web booking services we feature). Payments to web based airlines and for tour bookings are applied at the time of booking. The amounts are generally non refundable.

7. **Travel Insurance**

We do offer trip cancellation, medical and packaged travel insurance. Travel insurance protects you against cancellations forced upon you for certain specific reasons, generally health induced. Insurance companies will not pay unless the reasons for cancellation are specified in the risks covered, and provided that there were no pre-existing causes. Our certified agents will be happy to explain the risks covered.

8. **Be Aware**

The short rule for on-line bookings is that once you book, and the service is ticketed, there are no refunds. Of course exceptions make the rule. As much as possible, the conditions that apply to the suppliers featured are explained at the time of booking. The online process is generally simple and fairly straightforward. However, if you are uncertain, call us before applying payment.

9. **Why Book Online**

Online prices for flights, and sun destinations have already been discounted because you are doing the online searches and bookings directly. The only way we can stay competitive is make these discounted fares available to you for on-line booking. You may however book with our agents instead of booking yourself, but there is a cost associated with that option. If you wish to book with an agent, then we will provide you with the best prices we can, but the discount, if applied at all, will be smaller, and service fees, if applicable, will be higher.

Enjoy your online experience. Have fun being your own travel agent, and we hope you will continue to visit our site.