

## TERMS AND CONDITIONS

### DEPOSIT/FINAL PAYMENT

A deposit by cash, cheque, credit card or debit card is required at the time of booking for all trips over one day in the duration. Deposit varies by destination. Balance due one month prior to departure date unless otherwise stated. For day trips, full payment is required within 7 days from time of booking. We reserve the right to cancel a reservation if payment has not been received by the due date. Tours are non-refundable once paid. Deposits are non-refundable unless otherwise stated. All Escorted Groups require a minimum of 20 passengers.

### CANCELLATION POLICY

On all day trips and multi-day tours, your deposit is non-refundable, regardless of when the booking was made. Your final payment is due 30-45 days prior to travel and becomes non-refundable once paid. Cancellation waiver or cancellation insurance can be purchased. Ask for pricing.

### CANCELLATION WAIVER

\$5.00 per person on Day Tours, \$10 per person on Ticketed Events. All one-day tours are non-refundable. Waivers also available on Ontario Multi-Day Tours. See Agent for details. Purchase of a waiver allows you to cancel prior to departure only in the event of accident, illness or death of an immediate family member. All monies will be refunded when accompanied by a Doctor's Certificate of Verification. The Waiver is optional, appears as a separate item from the tour cost and must be purchased at time of booking. This is not insurance coverage.

### MEDICAL and CANCELLATION INSURANCE

On all overnight package tours, medical and/or cancellation insurance can be purchased. This is an additional cost to the tour. Medical is always recommended when travelling outside the Province of Ontario. Cancellation insurance is based on the cost of the package, length of duration and age, and covers cancellation due to illness prior and during tour. More detail on both coverages will be provided at time of booking. Full policies will be provided to each passenger. We sell several competitively-priced insurance plans, all of which have 24-hour assistance centres and pay-direct service.

### PRICES

Prices are based on costs, currency rates and conditions in effect at the time of brochure printing and are subject to possible change in situations beyond our control.

### GRATUITIES

When meals are included in the tour price, gratuities are also included. When buying meals on tour, keep in mind that gratuities are very important to servers. Good restaurant stops can be hard to keep if tour groups do not show appreciation for the service and efforts put forth by the staff. As for the driver and tour director, it is customary to show your appreciation based on the level of service received. In this way, you can decide what their performance was worth and you will also know for sure they actually receive their gratuities.

### BAGGAGE

On Motor coach Tours, one suitcase per person is permitted plus a carry-on. On air tours, two suitcases up to 44lbs. per person plus a carry-on are permitted.

### TRAVEL DOCUMENTS

Passports are mandatory for travel to United States and abroad. On tours to foreign countries, it is the passenger's responsibility to determine birth certificate, passport and/or visa requirements. Stewart Tours will assist in determining all necessary requirements and application forms.

### OVERNIGHT ACCOMMODATIONS

Overnight accommodations pre or post tour are available to Stewart Tours passengers at preferred rates.

### OUR ROLE

Stewart Tours represents suppliers of travel services as an agent only and cannot be held responsible for supplier errors or omissions. Stewart Tours is not liable for any loss, damage, injury or death resulting from circumstances beyond its direct control. We reserve the right to cancel a tour should it become necessary and all monies paid would be refunded. Stewart Tours also reserves the right to deny boarding or terminate the tour of any passenger who is abusive or disruptive to others. Unused tour details will be non-refundable.

### DEPARTURE/REST STOPS

Departure locations may vary depending on the tour. Stewart Tours is not liable for any damaged or stolen vehicles parked at any pick up locations. Parking your vehicle at our pick up locations is at own risk. Regular rest stops are made on all Coach Tours. Locations and times may vary depending on the needs of the itinerary.

CAUTION

Tour operators are required by the Ministry of Consumer and Commercial Relations to caution travellers that living standards, accommodations, utilities, other services and general conditions elsewhere may be different from those here in Ontario.

ALL ESCORTED GROUPS REQUIRE A MINIMUM OF 20 PASSENGERS UNLESS OTHERWISE STATED

**O/O by G. Stewart Travel Services Ltd.**

Peterborough  
232 Brock Street  
Peterborough, ON Canada K9H 2P4  
(705) 743-8683  
(800) 561-4275  
fx. (705) 743-9869

Toronto (The Beach)  
2060 Queen Street East  
Toronto, ON, Canada M4E 1C9  
(416) 694-2121  
(888) 694-2060  
fx. (416) 694-5003

Belleville  
149 Bell Blvd. Unit 4A  
Belleville, ON, Canada K8P 5N8  
(613) 961-1186  
(866) 297-4155  
fx. (705) 961-1153

Barrie  
15 Cedar Ponte Dr., Unit 9/10  
Barrie, ON, Canada L4H 5R7  
(705) 734-1101  
(800) 387-0219  
fx. (705) 739-0483

[www.carlsonwagonlit.net](http://www.carlsonwagonlit.net)

Ontario Travel Industry Act Registration: G497698F  
GST #R102219698