

GENERAL TERMS AND CONDITIONS

Note: NARAT Inc. & TourCentral.ca are herein referred to as The Agency

Reservation and Deposits:

Early reservations are essential. The Agency charges a nonrefundable fee of \$500.00, for consulting, itinerary, and travel design services.

Agency's Tours – Planning and Services: A non-refundable deposit of \$500.00 per person or per tour/group is required at the Agent's discretion.

Reservations will automatically be cancelled after five days of booking if The Agency does not receive payment. For reservations made within 45 days of departure, full payment is due upon confirmation. Failure to comply with the deposit/payment terms outlined will result in the cancellation of the booking.

Changes to itineraries or other trip details:

A change fee of \$50.00 will be levied against any changes made after confirmation or Contract Signing. Changes made within 20 days of departure will not be accepted.

Cancellation Penalties -Tours only:

90 days or more prior to departure	\$500.00 penalty
89 to 46 days prior to departure	50% of the total price
45 days prior to departure	100% of the total price

All airline ticket and hotel cancellations may be governed by additional Terms and Conditions set by the Airline Carriers and/or the Hotel/Tour operator.

Payment:

Payment for services is accepted by certified personal cheque, American Express, MasterCard, or Visa (2.8% to 4% surcharge applies depending on the card used).

Permission to use Credit Cards forms must be validated and signed by the cardholder and forwarded to The Agency. The Agency will hold clients responsible for covering charges in case of a cardholder payment denial and cancel the booking. No service charge will be imposed if the payments are paid by cheque. No cash payments are allowed.

Payment Terms

30% Deposit with the acceptance of the contact from the hotel or tour operator.

Balance due 15 days before check-in or Tour/Group departure.

Cancellations

Cancellations received 45 days before the arrival date will not be refunded.

Refunds:

No refunds will be given for unused services, hotel nights or unused portions of airline tickets. Therefore, passengers are encouraged to purchase an adequate Insurance policy for their trips.

Prices:

Prices are quoted in Canadian dollars unless otherwise stated and are based on exchange rates in effect at the time of printing. Prices are subject to change without notice due to international currency fluctuations and/or other factors beyond the control of The Agency. Should the total price increase by more than 7%, except increases resulting from an increase in retail sales tax or federal goods and services tax, the customer has the right to cancel the contract and obtain a full refund.

Taxes:

Tour prices include all hotel taxes but do not include airport departure taxes in or outside of Canada.

Documentation:

All passengers must travel with a passport valid for six months post end of the trip. It is the passenger's responsibility to obtain, at their own expense, all documentation required by all relevant government authorities. If the passenger does not possess the documentation required by the chosen destination, the airline or carrier reserves the right to refuse passage. The Agency cannot assume responsibility for failed entry into destinations due to incorrect documentation. Please note that entry to another country may be refused even if the required information and travel documents are complete.

Accommodation:

Hotel accommodations in a package are based on standard rooms, run-of-the-house, except where indicated. The Agency reserves the right to provide alternated hotels of comparable quality where circumstances beyond our control force us to vary the accommodation. Changes made in destination at the passenger's request may be subject to additional charges at the discretion of the hotelier or supplier. You will be asked to pay directly for these charges occasioned by your decision. The Agency will not refund any such upgrades or variances to the services booked.

Force Majeure:

The Agency shall not be held liable for any claims, losses, damages, costs, expenses, delays or loss of enjoyment, of any nature whatsoever, resulting from events beyond its and/or its supplier's reasonable control, including but not limited to acts of God, labour disputes/disruptions, war, insurrections, riots, earthquakes, weather conditions, floods or restraints imposed by government authorities. Where deemed appropriate, NARAT Inc. reserves the right to provide a future travel credit in lieu of a refund for services not received.

Health and Inoculations:

Certain inoculations such as cholera and yellow fever may be required to travel to certain parts of Mexico, Central and South America, and other world countries. Since the required and recommended inoculations can change, contact your doctor or local Health Department, advise them of your itinerary, and contact <https://travel.gc.ca/> for more info.

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COVID-19:

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the World Health Organization (WHO), senior citizens and guests with underlying medical conditions are especially vulnerable. We ask that you

please take personal responsibility for your wellbeing; pack any personal protective equipment and sanitizers you require. Please adopt physical distancing and hygiene practices throughout your pre-trip travel arrangements and follow all health instructions, whether physical signage or requests from our professional staff, once you are holidaying with us. When travelling with The Agency, you voluntarily assume all risks related to exposure to COVID-19.

Important:

Travellers should be aware that different living standards and practices may exist outside of Ontario, including but not limited to: provision of utilities, e.g. water and electricity; accommodations; services of all kinds; food; food preparation and water quality. The Agency shall not be responsible for any loss, damage, or injury resulting from different living standards. Travel Insurance is highly recommended.

Responsibility:

The Agency reserves the right without notice to withdraw any part or all of the services and to make such changes as may be necessary for its sole, absolute discretion for any reason whatsoever. The Agency acts only as an agent in securing hotels, transportation, and other travel services and shall not be liable in the event of any failure by any person or company to render said services.

The Agency strives to ensure that the services described in this brochure have been properly arranged and that their suppliers are reputable and efficient. Although The Agency takes great care in selecting these suppliers, we can and do not control them. Therefore, we cannot be responsible for their acts or omissions. The services provided are subject to the conditions imposed by these suppliers, and their liability is limited by their tariffs, conditions of carriage, tickets, vouchers and international conventions and agreements. Neither The Agency nor its agents shall be liable for any personal injury (whether physical or mental), property loss, damage, illness, inconveniences, loss of enjoyment, anxiety or fear to any passenger sustained as a result of any delay, substitution, or any act, omission, or negligence of any party supplying any of the services or accommodations herein. The Agency cannot assume responsibility for any unauthorized statements or acts or misinterpretations made by any travel agency or its employees relating to the standards, quality, services, and inclusions of the vacation programs described in this brochure; or in any other brochures or pamphlets describing services of Hotels, Airlines, or other Tour and Travel Operators.

Waiver and Indemnification:

The passenger(s)/client(s)/group waives any claim against The Agency by acceptance of the initial service contract and terms of these conditions and indemnifies The Agency and save it harmless from suits, actions, damages, liability and expense in connection with any loss (including but not limited to health, life, bodily or personal injury) arising from the use of the services contracted herein wholly, or in part by any act or omission of its agents, contractors, and employees. The Agency reserves the right to decline any passenger as a member of these tours/services at any time. The Agency has made every effort to ensure that the information, rates, and photographs in the brochures or literature describing services of hotels or tour operators are accurate at the time of printing. Any subsequent modifications and/or discrepancies in whole or in part by Hotels, Airlines, Tour Operators and Transportation Services are beyond our control.

The client/traveller/group coordinator acknowledges that Agency has strongly advised the client and passenger(s), group, group coordinator(s) to have proper travel (trip interruption/cancellation) and medical insurance.

The customer hereby acknowledges and understands the foregoing terms and conditions relating to the responsibility of The Agency
ONTARIO LICENSE #50015192 / 50016254 / BIN# 270340037

Customer's Name _____ Signature _____ Date _____

Customer's Address _____

Customer's Phone Number _____

Per The Agency Luciano Lista Signature _____ Date _____