

## **Booking Terms & Conditions**

(Variety programs)

### **Reservation**

To make a reservation on any of our programs, you must call a registered travel agent or our office. We will provide you or your travel agent a booking form which you must return to us fully completed with your necessary personal information and travel wishes. All information is kept completely confidential pursuant to our Privacy Policy.

After receipt of the booking form and the deposit (see Deposit below), you will receive from us a confirmation and itinerary of all booked travel services. Please check to ensure that the confirmation details provided from us are complete and in accordance with your wishes.

The written confirmation from us is the only binding contract for the provision of services listed therein, subject to the additional terms & conditions contained below. Your tour booking is not final and binding prior to issuance of this tour confirmation and following receipt of the deposit as indicated below.

Your acceptance of our booking confirmation constitutes your acceptance of the travel price for the services detailed therein. Prices advertised may be subject to fluctuation, special offers, discounts or other changes subsequent to your reservation. Any such changes cannot be applied retroactively to your reservation and you agree to accept the tour price indicated on the booking confirmation.

### **DEPOSITS & FINAL PAYMENT**

The following deposit terms are specific to tour programs including CroisiEurope ship itineraries:

#### **Cruise Only and Cruise&Land Programs:**

25% of the total tour price is payable within 72 hours of booking to confirm your reservation. In the unusual circumstance that we cannot confirm your booking after this deposit has been paid, it will be refunded to you in full.

#### **For all programs:**

Final payment is due no later than 62 days prior to departure. Cheques\*, Money Order, Visa, MasterCard, and American Express are accepted as forms of payment.

\*Non-certified personal and/or agency cheques are due in our office 82 days prior to departure to allow for clearing time.

Please note, it is not incumbent upon GLP to remind you of the full payment due date. If you miss the due date, you risk losing your reservation and forfeiting your deposit.

**Revision / Change Fee:**

A handling fee of \$50 per transaction is charged for any alteration or revision made to a reservation that does not contain an airline reservation. Sailing dates cannot be changed within the period where cancellation charges apply. Such changes will be treated as a cancellation.

For reservations including air, any changes including spelling corrections to the passenger names after air tickets have been issued will be subject to the airline's revision fees.

Courier delivery costs apply if any changes are made within five weeks prior to departure. A change of date or itinerary within 91 days of departure will be treated as a cancellation and new booking; in this case regular cancellation fees apply. (see below)

**Cancellations and Refunds:**

For land and cruise arrangements, the cancellation charges are as follows:

Up to 120 days from embarkation \$190 —cancellation fees  
119 to 90 days from embarkation 15% of the cruise fare  
89 to 60 days from embarkation 25% of the cruise fare  
59 to 30 days from embarkation 50% of the cruise fare  
29 to 00 days from embarkation 100% of the cruise fare

In the event of a cancellation by one guest in a double occupancy room, the other guest shall be responsible for the payment of the single supplement applicable at the time of booking.

For air arrangements, the cancellation penalty is determined by the carrier depending upon the booking class. In some cases the air tickets may be completely non-refundable as of the date of booking and ticket issuance, which may be well in advance of the travel date.

No refunds will be made for unused services once travel arrangements have commenced. If after returning from the cruise you wish to inquire about any cruise services provided, please ensure that all correspondence relating to those services is received by GLP Worldwide within 30 days after the cruise completion.

**Prices:**

All fares are per person in Canadian Dollars and are based on rates and foreign exchange rates as of the date of the tour confirmation document. In the event of an increase in any of the cost factors, including airfares, taxes or other surcharges, GLP Worldwide reserves the right to increase the price in accordance with the provisions of TICO. The following exceptions apply: (i) there will be no price increase when final payment has been received by GLP Worldwide, and (ii) if the total price of travel services is increased and the cumulative increase, except any increase resulting from an increase in applicable retail sales tax or federal goods and services tax, is more than 7 per cent, the contract can be cancelled and a full refund obtained.

Prices do not include land arrangements or services other than those specifically stated in

the tour confirmation. They also do not include items of a personal nature such as laundry costs, alcoholic and non-alcoholic beverages and food not on the regular table d'hote menu; optional shore excursions; gift shop purchases; telephone charges; internet usage; passports, visas; vaccinations; gratuities on cruise ships; International Air Transportation Tax; Agricultural Tax; Security Fee; airport taxes. Verbal quotations will NOT be honoured. ALL PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE.

Air taxes quoted at the time of booking are estimates only based on current information. Air taxes, fuel and insurance surcharges and other relevant fees will be indicated on the final invoice and will reflect the actual amount incurred at the time of ticket issuance.

### **Child Reduction**

Children between the ages of 7-10 sharing a cabin with two paying adults receive a 50% discount on the cruise fare per person in twin cabin. Children between the ages of 10-16 sharing a cabin with two paying adults receive a 35% discount. Port taxes are not discounted.

### **Itinerary Changes**

While every effort is made to adhere to the specifics mentioned on this site, changes may be required at times. Therefore, all prices, itineraries, and other pertinent information are those in effect at the time of posting, and are subject to change without notice.

### **Passports and Visas**

A valid passport is required of all travellers. It must be valid six months after return to Canada. For trips requiring visas for Canadian citizens, detailed visa information will be emailed. Travellers are responsible for obtaining all of their own visas and entry documents. Non-Canadian citizens must consult with the appropriate embassy or consulates about visas or other entry requirements. We accept no liability if a passenger is refused entry to a country due to missing documentation.

Please be advised that entry to another country may be refused even if the required information and travel documents are complete, and that the living standards and practices at the destination and the standards and conditions there with respect to the provision of utilities, services and accommodation may differ from those found in Canada.

### **Travel Documents**

Travel documents, including air tickets, are sent regular ground delivery 3-4 weeks prior to departure, providing full payment has been received.

### **Disabled Guests**

Any disability requiring special attention must be reported to GLP Worldwide at the time of booking. GLP Worldwide will make reasonable efforts to accommodate the special needs of disabled cruise participants, but is not responsible for any denial of services by carriers, hotels, restaurants, or other independent suppliers. The ships on these programs do not have elevators. Tour buses are not equipped with wheelchair ramps and regular cabin doors are not wide enough to allow access by standard wheelchairs. Wheelchairs and walkers cannot be carried on tour buses, due to space limitations. Wheelchair guests should

be aware of these limitations. For safety reasons, guests in wheelchairs cannot be carried on ramps in ports where the ship is at anchor. We regret that we cannot provide individual assistance to a tour member for walking, getting on/off tour buses and other transportation vehicles, or other personal needs. A qualified travel companion must accompany travellers who require special assistance.

### **Gratuities**

Gratuities are not included in the price of your trip and are customary, subject to your satisfaction with the services received. Tips to the local guides during sightseeing and shore excursions are also not included and are customary. The guideline for gratuities provided by the cruise operator is:

USD\$5-10 per person per day for the river cruise (Cruise Director and all crews on board);  
EUR 1-2 for the guide of a half-day tour;  
EUR 2-4 for the guide of a full day tour.

### **Accommodations**

Any hotels listed in our brochure or on our website will be used subject to availability on most departures. If a change becomes necessary for any reason, hotels substituted will be the equivalent or better than those shown. Please note that it is standard policy that hotel rooms are not available for check-in before 3:00p.m.

### **Smoking Policy**

For the comfort of all cruise participants, smoking is only permitted on the sundecks and outside walkways of the river cruise ships. Smoking is not permitted in any interior portion of the ship or on motor coaches.

### **Cruise Itineraries**

Deviations to the planned cruise itineraries are possible, although every effort will be made to keep them as they are shown. All cruise routes are subject to change without notice. Should conditions render cruise routes unsafe for navigation, alternative service may apply, including but not limited to, accommodation on the docked ship and/or substitute ground arrangements.

Please see the specific paragraph of the cruise operator (Variety Cruises Ltd.) in the Additional Terms & Conditions section below as it relates to cruise itinerary changes.

### **Luggage**

Please check with your airline regarding airline baggage allowances as they vary considerably. No responsibility is accepted for loss, damage or delay to passenger's luggage. Travel insurance including protection for lost or delayed luggage is strongly recommended.

### **Insurance**

Purchase of trip cancellation and/or health insurance available through GLP Worldwide or your travel professional is strongly recommended.

## **Responsibility**

1394207 Ontario Inc. o/a GLP Worldwide (hereinafter referred to as the "Operator") is responsible to you in making arrangements for the services offered in this brochure. Airlines, cruise lines, hotels and other suppliers providing services are independent contractors and are not principals, agents, employees or partners of the Operator or its affiliates. The cruise participant agrees that neither the Operator nor its affiliates shall be liable for any damage, loss (including personal injury, death, and property loss) or expense occasioned by any act or omission of any supplier providing services, or any insurer or insurance administrator under any travel insurance provided by the Operator, or of any other person. If the services included in the cruise cannot be supplied or there are changes in an itinerary for reasons beyond the control of the Operator, the Operator will arrange for the provision of comparable services, when possible. Any resulting additional expense will be payable by the cruise participants and any resulting saving will be refunded by the Operator to cruise participants. The Operator reserves the right to accept or reject any person as a cruise/tour participant, to expel any cruise/tour participant from the cruise/tour, to make changes in the itinerary whenever the Operator deems it necessary for the comfort, convenience, or safety of the cruise/tour participants, and to cancel a cruise/tour at any time. No person, other than an authorized representative of the Operator, by a document in writing, is authorized to vary, add, or waive any term or condition in this brochure, including any term or condition set forth in the preceding provisions.

We reserve the right to amend the information, conditions and prices contained on these pages without notice.

## **ADDITIONAL TERMS & CONDITIONS AND CONDITIONS OF CARRIAGE**

Your booking is also subject to the following additional terms & conditions of the cruise operator, Variety Cruises Ltd. In the event of any conflict between the terms and conditions hereunder and those of GLP Worldwide, above, the terms and conditions of GLP Worldwide shall prevail.

### **Cruise Itinerary Change, Sailing Cancellation and Vessel Substitution**

Variety Cruises Ltd. reserves the right at its sole option and discretion and that of the Captain of the ship, without liability for damages or refund of any kind, to deviate from the ship's advertised or ordinary itinerary or route, either this is caused by weather conditions - sailing is not permitted by port authorities in case of winds of 7 beaufort or more - or other extraordinary conditions. Such does not entitle passengers for any claims or refunds. Variety Cruises will however ensure that passengers access their port or disembarkation on time for their outwards flights.

Variety Cruises guarantees all departures with a minimum participation of 12 passengers. In the unlikely event that such would be required, the cancellation of a departure will be notified at least 60 days prior to the sailing date and alternative sailing dates will be offered to the passenger.

Variety Cruises may for any reason whatsoever cancel any sailing at any time for reasons of

force majeure or else and Variety Cruises's only liability will be to refund to the passenger the amount it has received for the cruise ticket and any other pre or post land tour or excursions package purchased from Variety Cruises.

#### Vessel Substitution

Variety Cruises may operate the cruise program with another vessel as long as this vessel is of the same or higher standard. Passengers offered a suitable alternative cruise program are not entitled to any refund.

#### Cruise Interruption

During the cruise should the vessel sustain any breakdown in machinery, or be disabled by fire, grounding or collision disrupting the cruise itinerary for more than 48 hours, and if no substitute vessel or arrangement is offered, passengers will be entitled to a refund proportional to the cruise days not operated. No further claims will be accepted.

It is further recognized that Variety Cruises is a Greek Company, the vessels are of Greek registry, and it is agreed between Variety Cruises and contractual party that the interpretation of the terms and conditions will be resolved solely according to the Greek Laws in Greek Courts.

#### Independent Contractor / Limit of Liability

Variety Cruises Ltd liability and responsibility does not extend beyond the vessel; any arrangements made by or for passengers either before boarding or when disembarking are at the passenger's own risk. Variety Cruises Ltd does not own or control any ground transportation or hotels. As a convenience to our passengers, Variety Cruises may sell tickets for shore excursions or arrange other services which are operated by independent contractors, but shall not be responsible in any way whatsoever for any damage, loss, injury or death arising.