



Thank you for choosing CAA Travel to help plan your travel arrangements. The purchase of the travel arrangements included in this document constitutes a contractual agreement and implies your acceptance of the terms and conditions listed below. Therefore, please make sure you have carefully read and understood these terms and conditions. Should you have any questions, please inform CAA Travel immediately.

TRIP INFORMATION:

Please confirm that the travel arrangements including travel dates and times, cities, hotel(s) and passenger name(s) are correct.

Note, spelling of passenger name(s) must be exactly as they appear in your travel document (eg. passport, official government ID, proof of citizenship, etc). Name corrections after payment/ticketing will result in additional charges or change fees to the passenger. Please notify your CAA Travel of any special dietary requirements or special needs ASAP. CAA Travel will not be responsible for any omissions or errors that are not brought to our attention immediately.

Please note your credit card may be subject to pre-authorization/hold by some travel service providers at the time service is rendered and this may temporarily limit available credit card funds (ie. hotel or car rental companies).

ENTRY REQUIREMENTS:

For travel wholly within Canada, Canadian government photo ID is required at airport check-in for each passenger.

For travel outside Canada, a valid Canadian passport is required. Your passport may be required to be valid for at least six months or more beyond the date of your expected return to Canada depending on your travel destination.

Tourist visas may also be required. Please refer to the Travel Report provided to you and visit <http://travel.gc.ca> for more or updated information.

If a parent/guardian is travelling alone with children under the age of 18, an affidavit may be required. Please visit <http://travel.gc.ca/travelling/children/consent-letter> for more information.

It is the travellers' responsibility to ensure they have the appropriate travel documentation. Please note travel documentation is subject to change, therefore, entry to another country may be refused even if the required information and travel documents are complete. Passengers with a passport that is damaged may also be denied boarding by airlines and could be refused entry or exit at border crossings.

HEALTH & MEDICAL REQUIREMENTS:

For travel wholly within Canada, this is not applicable.

For travel outside Canada, please refer to the Travel Report provided to you or visit <http://www.phac-aspc.gc.ca>

The Public Health Agency of Canada strongly recommends that your travel plans include contacting a travel medical clinic or physician six to eight weeks prior to departure. Based on your individual risk assessment, a health care professional can determine your need for immunizations and/or preventive medication and advise you on precautions to avoid disease. Travellers are reminded to ensure that their routine (childhood) immunizations (eg. tetanus, diphtheria, polio and measles) are up to date.

Standards of medical care may differ from those in Canada. Treatment may be expensive and payment in advance may be required. Travellers are advised to arrange for medical insurance prior to departure. Prescription medication should be kept in the original container and packed in carry-on luggage.

The Public Health Agency of Canada also recommends that travellers who become sick or feel unwell on their return to Canada seek a medical assessment with their personal physician. Travellers should inform their physician that they have been travelling or living outside of Canada.

AIR TICKET TERMS & CONDITIONS:

Tickets are non-refundable. Tickets are valid on flights and dates shown on the ticket. If permitted by carrier, changes must be requested prior to original departure date & time. Changes may result in a higher fare and are also subject to a change penalty. Routing changes are not permitted. Unused tickets may not be used for future travel credit. Failure to travel on any portion of your itinerary will result in cancellation of all remaining flights.

AIRPORT IMPROVEMENT FEES (AIF):

Where applicable, are collected at the respective airports.

AIRPORT CHECK-IN:

For flights to/from Canada, please check-in at least 2 hours prior to flight departure time.

For flights to/from outside Canada, please check-in at least 3 hours prior to flight departure time. Note, check-in counters close 1 hour prior to actual departure time and late arrivals may be denied boarding without compensation. Please re-confirm flight times prior to departure.

TRAVEL PROTECTION:

CAA highly recommends that you purchase CAA Travel Insurance for protection against the high costs of an unexpected travel or medical emergency during your trip.

PROFESSIONAL FEES:

CAA reserves the right to charge a non-refundable minimum fee for counselling or in the event of cancellation.

Additional fees may apply to reservation changes and/or cancellations.

RESPONSIBILITY:

CAA acts solely as the agent for the supplier(s) whose service(s) are being arranged for you. Familiarize yourself and your travel companions with supplier(s) "terms of sale". We will provide you with printed material when such material is available to us and explain those portions that relate to the services offered, prices and terms and conditions.

These supplier(s) are independent parties over which we exercise no direct control. We cannot be responsible for their acts or omissions. Nor do we assume responsibility for any claims, losses, damages, costs, expenses, delays, or loss of enjoyment to you or your travelling companions or group resulting from:

A. the acts or omissions of anyone other than us or our employees, acting properly on our behalf;

B. no employee, agent or representative of ours has the authority to modify, waive or alter any Provisions of this Notice;

C. unless stated in writing on your tickets, statement or itinerary, we do not guarantee any of the supplier(s) rates, bookings or reservations; we are not responsible for any injuries, damages or losses caused to you in conjunction with terrorist activities, social or labour unrest, mechanical or construction difficulties, diseases, local laws, climatic conditions, abnormal conditions or development, or any other actions omissions or conditions outside our control.

There may be different living standards and practices at the destination, and different standards and conditions there with respect to the provisions of utilities, services and accommodations in Ontario. Information on "relevant laws and customs documentation" is contained in the supplier(s) brochure, or is obtainable through the tourist offices, automated airline service.

CAA is not responsible for any fluctuations in fares and rates offered to and accepted by the customer, nor carrier's subsequent changes in fares or services. If the total price of the travel services is increased and the cumulative increase (except any increase resulting from a traveller's

change request, an increase in retail sales tax or federal goods and service tax), is more than 7 percent, the customer has the right to cancel the contract and obtain a full refund.

TRAVELLER'S AGREEMENT:

A/ If I/we refused to purchase travel insurance coverage I/we confirm that I/we will not hold you, my/our CAA travel professional, or CAA responsible for any expenses incurred as a result of:

1. my/our refusal to purchase travel insurance within 48 hours of the purchase of my/our travel arrangements or prior to any cancellation penalties being in effect
2. my/our inability to obtain travel insurance coverage at a later date if travel insurance was not purchased within 48 hours of the purchase of my/our travel arrangements or prior to any cancellation penalties being in effect
3. other additional costs if travel insurance was not purchased within 48 hours of the purchase of my/our travel arrangements or prior to any cancellation penalties being in effect, including:
 - a/ a change in medical condition
 - b/ increased supplier penalties
4. my/our refusal to purchase travel insurance for the full value and duration of the trip
5. lack of coverage offered by any of my/our credit cards or other insurance plans, including:
 - a/ restricted benefits, conditions and/or exclusions, or
 - b/ insufficient protection, or
 - c/ non-existing coverage
6. lack of or insufficient private or public health care coverage

B/ I have been advised of the cancellation penalties associated with this booking.

C/ I have received a printed copy of the applicable Passenger Cruise Contract. (applicable for cruise bookings only)

D/ In the event I don't have access to online check-in, I authorize my travel agent to check-in online, accept the terms of the Passenger Cruise Contract and to print my electronic document for this booking on my behalf. (applicable for cruise bookings only)

E/ I have received a copy of the Travel Report from our CAA travel consultant (not applicable for travel within Canada).

F/ I acknowledge acceptance of the terms set forth in this Invoice/Statement and that payment will be paid in accordance with the cardholder's agreement (where applicable). I understand it may be required to provide my credit card information to the travel supplier/wholesaler to secure my travel arrangements. If charge is processed by the travel supplier, their name will appear on my credit card statement along with the appropriate charges. If a paper ticket is issued, I am aware my credit card number and expiry date will appear on the ticket.

G/ Other passengers have been advised of the fact that I, the Instructing Person, have the authority to book the travel services covered on this Invoice on behalf of the named passenger(s), and to keep my travel consultant advised of any change of plans, or contact addresses.