



## Urban Insight Group Terms & Conditions

### Booking Terms & Conditions

Please review these booking terms and conditions carefully. By paying your deposit, you are confirming that you have read and accepted the conditions outlined.

### Prices:

All prices quoted are per person and quoted in Canadian (\$CAD) funds. All prices are subject to GST (General Sales Tax). Prices quoted are correct at time of confirmation but should an instance occur where supplier rates need to increase (such as increase in fuel, hotel rates etc) Urban Insight reserves the right to adjust our prices at any time. All prices include our service and administration costs.

### Not Included:

Our prices do not include vehicle rental, airfares, meals & beverages, optional sightseeing, insurance, gratuities, additional transportation, national and provincial park fees and items of a personal nature (unless otherwise stated).

### Deposits:

A \$1000 CAD per group deposit is required at time of reservation (unless otherwise stated). Payment can be made by Visa or MasterCard, certified Cheque or Bankers Draft.

### Full Payment:

Full and final payment is required no later than 45 days prior to departure. Bookings made within the 45 days prior period will be required to pay full payment at time of booking.

### Credit Cards:

Please note that your authorisation to proceed indicates your agreement to our booking terms and conditions and confirms your reservation.

### Cancellation Charges:

In the unfortunate instance that you need to cancel your group reservation, you must inform Urban Insight in writing and the following cancellation charges will apply from the date that the notification was received:

- Outside 45 days – Deposit
- 44-30 days – 50% of total value, plus any non-refundable supplier charges
- 29-15 days – 75% of total value, plus any non-refundable suppliers charges
- 14-07 days – 80% of total value, plus any non-refundable supplier charges
- 06 days or less – 100% of the total value

### Changes to reservation:

If you decide to alter any details of your reservation after it has been confirmed, provided that we are advised more than 45 days prior to departure, we will endeavour to make the changes and limit the administration fee to a \$25 + GST charge, plus any charges incurred by suppliers. Alterations within 30 days of travel may be treated as a cancellation.

### If we change your reservation:

Wherever possible all changes will be advised without delay. Should these changes be minor, alternative comparable arrangements will be made.

### If we cancel your reservation:

We reserve the right to cancel your reservation for any reason. However we will not cancel your reservation within 8 weeks of departure unless it is for a reason outside of our control. If we have to cancel your reservation we will offer you a choice of:

1. An alternative reservation of comparable type. Note that any additional cost differences will be payable by you.
2. A full refund of all monies paid.

**Unused services:**

There are strictly no refunds available for any unused services after the arrival date. This is regardless of inferred or implied assurances from industry partners.

**Travel Insurance:**

It is the responsibility of the group organiser to cover themselves and all members of their party with adequate travel insurance. This should be valid for the full duration of travel and include the following: coverage for illness, injury, emergency, assistance, loss of baggage and personal items, loss of monies due to cancellation and any additional costs due to illness and accident.

**Travel Documents:**

Upon receipt of your Travel documentation, it is the responsibility of the group organiser to verify all details are in accordance with your booking confirmation. Any discrepancies or queries should be addressed before travel.

**Accommodation:**

Accommodation is based on run of house/standard room, on room only basis, unless otherwise stated. All triple and quad share rooms are on a bed share basis, unless otherwise stated. Rooms will vary in size and supplied amenities. Room allocations are made by the hotel management and Urban Insight is not responsible for the room that you receive. Special requests (i.e. non-smoking room/room with balcony) are considered requests only and are not guaranteed. Urban Insight will not be responsible for any incidental charges incurred by the guest. Upon check-in guests will be expected to supply a credit card to cover these potential charges.

A four percent (4%) Tourism Levy on accommodations is applicable in Alberta. As well, most hotels charge a one percent (1%) Destination Marketing Fee in addition. These fees are included in our published hotel rates as well as fly drives and packages that include Alberta overnights.

**Meals:**

Meals and/or beverages are not included unless otherwise stated.

**International Visitors (including USA):**

It is the responsibility of the group organiser to ensure that each passenger has a valid passport on entry to and exit from Canada. In some instances, depending on the country of residence, a valid visa will be required also. Contact your local Customs office for more information. Urban Insight will not be responsible for refused entry into Canada by any government service.

**Responsibility:**

Urban Insight has made arrangements with and acts as agent for hotels, transportation services and other suppliers. All vouchers and other travel documentation for these services are issued by Urban Insight and are subject to the terms and conditions specified by each supplier and to the laws of the Provinces in which they are supplied.

By agreeing to utilise the services of Urban Insight, the passengers agree that Urban Insight's employees or agents shall not be deemed responsible for any delay, inconvenience, loss of enjoyment, upset, distress, disappointment or frustration whether physical or mental, resulting from the act of omission of Urban Insight or its employees or agents. Further, Urban Insight will not be responsible for any damage, loss, claim, cost or expense rising out of personal injury, accident or death, loss, damage or delay of baggage or any other property resulting from the act of omission on the part of any person other than Urban Insight or its employees; Acts of God, sickness, theft, labour disputes, Acts of Terrorism, Government Actions, mechanical breakdown or any other cause beyond Urban Insight's direct control.

By paying your deposit, you are confirming that you have read and accepted the conditions outlined and shall be deemed consent of these conditions.