



Urban Insight Terms & Conditions – Tour Operators

Booking Terms & Conditions

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

Prices:

All prices quoted are net, non commissionable and are quoted in Canadian funds. The prices are either per person per night or per person per package. All prices include the relevant Destination Marketing and Tourism Levy fees but do NOT include GST. Our service and administration costs are also included. Prices and information contained in the website and/or tariff are valid 01 January to 31 December 2009 (unless otherwise stated) and are correct at the time of press. Urban Insight reserves the right to notify of any price adjustments at any time.

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).

GST (Goods and Services Tax)

All net prices listed *exclude* the current Canadian GST (Goods and Services Tax).

Inclusive Tour Packages/Customised Packages

As per the new Foreign Convention and Tour Incentive Program (FCTIP), eligible inclusive tour packages are entitled to the non-resident GST rebate, which is 50% of the GST amount. Your final invoice will state the total amount of GST (5%), less the GST credit (2.5%). To be considered eligible, the package MUST include a minimum of one hotel night and one service component i.e. sightseeing or transportation. Customised packages will also be eligible for the rebate if they also include the minimum requirement of one hotel night and one service component.

Components:

When booking individual components from the tariff, these are NOT entitled to the GST rebate, therefore the full 5% GST will be charged.

Reservations

All reservations should be made directly with Urban Insight in writing:

email: res@urbaninsight.ca or by fax: (780) 699-5658 or by using our online booking engine.

Telephone reservations must be confirmed in writing. A reservation request is deemed as a confirmed reservation when an email, fax or online request has been received by Urban Insight. On receipt, we will confirm, by return by email, fax or online, a confirmation to your request. Should the accommodation be unavailable, we will offer suitable alternatives.

Should a booking be cancelled, confirmation of receipt of the cancellation notice will be forwarded from Urban Insight – unless a confirmed receipt of cancellation is received by Urban Insight then the booking is deemed as standing.

Star Ratings

The star rating we provide each hotel under our FIT Hotel Sections are a Canada Select rating only. They are in no way there to misinterpret a property, and are the Canada Select official grading only. Ratings listed on our online booking engine reflect Urban Insight's opinion of the category of the property.

Hotel Rooms (FIT & Self Drives)

All FIT hotel rooms are based on either Moderate or Superior. Moderate is based on moderate rated properties (standard/run of house room); Superior is based on a superior room or a superior rated property (standard/run of house room) unless otherwise stated. Self-drive accommodation as stated in each itinerary is subject to availability. All Triple and Quad rates are based strictly on a bed share basis unless otherwise stated.

Vouchers

Urban Insight will supply vouchers for all services, unless you wish to provide your own company vouchers. Please ensure that the following information is stated clearly on each voucher:

Urban Insight name & address

Urban Insight confirmation reference
Urban Insight 24 hour client contact number
Billing details

Last minute reservations

Urban Insight will accept last minute reservations and will try to fulfill your client's requirements. There is no additional charge for this service, however should a reservation require courier services, where we cannot fax our vouchers to your client, this cost will be added to the final invoice (*Also see payment procedures below).

Payment procedures

A reservation will not be considered confirmed until either a deposit and/or final payment has been received. Reservations will automatically be cancelled if full payment is not received by Urban Insight 30 days prior to the arrival of the first service we provide, unless a floating or roll over deposit and schedule of payment has been agreed per each individual case. Should the deposit not be received space will automatically be released. *In the instance of last minute reservations, payment must be received by immediate wire transfer on confirmation, unless otherwise agreed beforehand. (See wire transfer notes below).

Deposit

For FIT bookings we will not require a deposit from you unless we otherwise state in this tariff or confirm at the time of booking. All group bookings will require a deposit and schedule of payment to be determined per each individual case. Any deposit requested must be received within 14 days from the time of booking. Should the deposit not be received space will automatically be released.

Full payment

Full payment is required no later than 30 days prior to arrival, unless prior arrangements for billing have been made. For group bookings individual contracts and payment schedules will be provided. Payment is to be made in Canadian Dollars by bank draft or cheque drawn from a Canadian bank account. All fees relating to a wire transfer are both you & your clients' responsibility, not Urban Insights. (See wire transfer notes below).

Please mail cheques to: Urban Insight
PO Box 1935, Station Main
Edmonton
Alberta
Canada
T5J 2P3

Wire Transfers

Direct wire transfers can be made directly to our bank account. Due to banking security measures required, bank account details will be provided on request. A charge will be made for this service, currently \$25 per transaction, subject to change, please add this charge to the total invoice amount. Important: When sending payments by wire transfer please ensure that all bank charges are pre-paid at your end. Should we receive charges that are additional to the \$25 fee; these will be charged back to you.

Credit Cards

We accept full payment or deposits by credit card – Visa and MasterCard. Should the payment be made in this format, an admin charge will be added to the invoice(s) as per the following: Visa & MasterCard – 3% of total bill.

Reservation Changes

An administration fee of \$25.00 per change will be charged for any changes to travel arrangements made between 31 & 45 days prior to the arrival date. Should changes occur within 21 & 30 days a \$50.00 fee per change will be applicable plus any supplier costs and within 11 & 20 days \$100.00 fee per change will be applicable plus any supplier costs.

Cancellations

In the event of a reservation being cancelled, the following cancellation charges will apply, depending on when written notice has been received by Urban Insight.

Packages:

Please note any reservations that include an Urban Insight Travel Pack and a service is considered a package.
31 days or more - Full refund less any applicable non-refundable deposits or supplier charges.
21-30 days prior to arrival - \$50.00 per person charge plus any non-refundable deposits or supplier charges.

11-20 days prior to arrival - \$100.00 per person charge plus any non-refundable deposits or supplier charges.
01-10 days prior to arrival - \$100% cancellation charges.

FIT Hotel Bookings:

72 hours or more prior to arrival - No charge.

Less than 72 hours prior to arrival - Minimum 1 night charge + taxes.

No shows, terminations and early check outs will also be charged at a minimum one nights' room and tax.

Transportation, Sightseeing and Excursions:

72 hours or more prior to arrival - No charge.

Less than 72 hours prior to arrival - 100% per person charge.

Please note that all cancellation charges above are subject to the suppliers own Terms & Conditions. Charges may amount to 100% in some cases as some hotels and/or suppliers have stricter cancellation policies.

*FIT Hotels booked with the Urban Insight Travel Pack and a service, constitutes as a package therefore the Package cancellation policy will apply.

Unused services

There are strictly no refunds for any unused services after the arrival date.

Travel Insurance

It is the responsibility of the Tour Operator to ensure that all clients are fully insured before travelling.

Company policy & liability

Urban Insight has made arrangements for the tour services described in our 2009 tariff. The carriers providing transportation services, hotels and other suppliers providing tour services are independent contractors and are not the agents, employees or servants of, or joint ventures with Urban Insight. All vouchers and other travel documentation for tour services issued by Urban Insight are subject to the terms and conditions specified by the supplier and to the laws of the Provinces in which the services are supplied.

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

No person, other than a representative of Urban Insight authorised by a document in writing may vary, add or waive any term or condition in this tariff, including any term or condition set forth in the preceding provisions: Written notice of any claim against Urban Insight must be received no later than fourteen (14) days after the date that the services were provided to a tour participant. All terms and conditions including schedules and rates are subject to change without notice.