



## **Urban Insight 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 \$100 CAD per person deposit is required at time of reservation. Payment can be made by Visa or MasterCard 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 holiday, 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 – no penalty
- 44-35 days – Loss of deposit of \$100 per person, plus any non-refundable supplier charges
- 34-25 days – 50% of total value, plus any non-refundable suppliers charges
- 24-10 days – 75% of total value, plus any non-refundable supplier charges
- 9 days or less – 100% of the total value

### **Changes to reservation:**

Changes to the reservation after confirmation will be liable to a minimum \$25 + GST charge, plus any charges incurred by suppliers.

### **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:**

We highly recommend that passengers are covered by adequate travel insurance during your visit. 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. Your travel agent should be able to recommend a policy for you, or contact us for a quote.

**Travel Documents:**

Travel documents will be sent to you electronically or alternatively can be airmailed to you at the current Canada Post mailing rates.

**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.

**Car Rental:**

Car rental does not include gas, Loss Damage Waiver (LDW), Personal Accident Insurance (PAI), parking, additional driver fees, one way drop fees and airport taxes (unless stated). All renters must be 25 years of age and possess a valid driver's license and credit card.

**International Visitors (including USA):**

It is the responsibility of the passenger to supply a valid passport on entry to and exit from Canada. In some instances, depending on your 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.

The issuance and acceptance of receipts, tickets, vouchers and coupons shall be deemed consent of the above conditions.