

# Explorica terms & conditions

The following Terms & Conditions are valid until August 31, 2012, and for travel between October 1, 2011, and September 30, 2014.

## WHAT DOES THE TOUR FEE INCLUDE?

- > Round-trip transportation from your departure city
- > Accommodations that sleep 3 to 4 per room, always with private bathrooms (unless otherwise noted); participants may be roomed with other same-gender participants from the entire bus group
- > Local transportation to all scheduled itinerary activities
- > Breakfast daily (unless otherwise noted)
- > Dinner daily at your destination (unless otherwise noted)
- > Beverages at dinner
- > Lunches (per program description)
- > All excursions, led by professional local guides, as specified in the itinerary
- > City walks led by an Explorica Tour Director, as specified in the itinerary
- > Theatre tickets and visits to local attractions, as specified in the itinerary
- > Full-time services of a professional Tour Director
- > 24-hour emergency service
- > Overnight security in selected cities

## WHAT DOES THE TOUR FEE NOT INCLUDE?

- > Taxes and fuel surcharges (all subject to change)
- > Lunches, unless specified in the itinerary (this is included as well)
- > Optional excursions and/or extensions
- > Explorica's Travel Protection Plan
- > Local transportation to unscheduled activities
- > Tips to Tour Director, bus drivers, or local guides
- > Any applicable private group fee or small group supplement
- > Passport, visa, transit visa and any required travel insurance (if applicable)

## HOW DO I ENROL?

We use the Internet and email as our primary method of communication, a system that enables us to keep our costs—and yours—down. We must have a valid email address in our system for every traveller in order to correspond efficiently. If we do not have your current email address, you will not receive important tour updates or payment reminders. We encourage online enrolment.

### TO ENROL ONLINE:

Explorica strongly recommends you enrol online. It is the most immediate and seamless enrolment method, and it allows us to keep our costs low.

To enrol online, go to [explorica.ca](http://explorica.ca) and click on "Sign Up" at the top of the page. Enter your Tour Centre ID into the box on the left-hand side of the screen and click "GO".

Note: Online enrolments require a valid credit card (MasterCard or Visa), or a valid chequing account for electronic payment.

### TO ENROL BY PHONE:

Call toll-free 1.888.378.8845 ext.299 to speak to a Customer Care Representative. All phone enrolments require a valid credit card (MasterCard or Visa), or a valid chequing account for electronic payment.

### TO ENROL BY FAX:

Complete the enrolment form in the Participant Application booklet and fax toll-free to 1.888.375.6177. All fax enrolments require a valid credit card (MasterCard or Visa), or a valid chequing account for electronic payment. Faxes received after 5 PM EST will be entered the following business day.

### TO ENROL BY MAIL:

Fill in the enrolment form in the Participant Application booklet and mail it to:

#### Explorica Canada, Inc.

Attn: North American Admissions  
3080 Yonge St., Suite 5052, Box 77  
Toronto, ON M4N3N1

All mailed enrolments may be paid by cheque, money order, credit card (MasterCard or Visa), or electronic payment from a chequing account.

Note: Registration date considered date received, not date marked by mail. Signup is considered date of receipt.

## ENROLMENT DEADLINES

Our tours fill up fast; enrol as early as possible. All enrolments, including chaperones\*, received less than 60 days prior to departure will be subject to a \$25 late enrolment fee and must immediately be paid in full, including the service fee, by credit

card, certified cheque, or money order. After late enrolment applications have been received, additional charges (for last-minute reservations, increased Tour Fees, etc.) may apply. Late applicants will be placed on a waiting list; if no space becomes available we'll refund the full payment, minus any reinstatement or previous cancellation fees that may apply. For the complete terms governing late enrolments, please contact Explorica or visit [explorica.ca/faq](http://explorica.ca/faq).

## WHAT IS THE PAYMENT SCHEDULE AND PROCESS?

Explorica offers three main payment options for our tours. We accept MasterCard, Visa, electronic chequing account payments, money orders and personal cheques made payable to "Explorica Canada, Inc."

### MONTHLY AUTOMATED PLAN

In this plan, you pay your \$100 non-refundable deposit and selected travel protection plan costs upon enrolment, and the balance of your Tour Fee will be automatically charged to your card or debited from your chequing account (if mailing an application please include a void cheque) in equal monthly installments until 45 days prior to your departure date. You will not receive monthly invoices or email payment reminders. The monthly instalments will increase if additional charges are applied to your account. If two consecutive payments are returned or declined by your bank or credit company, we will change your account to the designated Manual Plan. Any missed payments need to be made manually.

### FULL PAYMENT

Pay in full at time of enrolment.

### MANUAL PAYMENT PLAN

In this plan, you pay your \$100 non-refundable deposit and travel protection plan costs upon enrolment, then the remaining balance is due 60 days prior to departure. Explorica will send email reminders of payments due approximately two weeks in advance of the payment due date. **Please note that we do not automatically deduct payments on this plan; you must make each payment manually.**

### GENERAL PAYMENT INFORMATION

Any payments made past the final payment deadline must be paid by electronic chequing account payment, certified cheque, money order, or credit card. Please note personal cheques are only accepted until 60 days prior to departure.

Payments that are late are subject to a \$25 fee. The date of payments is determined by the date of receipt at Explorica. If you are not paid in full by 60 days prior to your departure or do not meet the conditions of the Monthly Automated Plan, then your tour reservation will be cancelled (subject to standard cancellation policy).

A non-refundable \$30 processing fee will be charged for any payment rejected due to insufficient funds, disputed by your credit company, returned to us by the drawer's bank, or returned due to a stop-payment order. We reserve the right to cancel reservations for any participant who does not meet his or her contractually obligated payment schedule.

### MAIL CHEQUES OR MONEY ORDERS TO:

Explorica Canada, Inc.  
Attn: North American Admissions  
3080 Yonge St., Suite 5052, Box 77  
Toronto, ON M4N3N1

## WHAT IS THE CANCELLATION POLICY?

Before the tour begins, Explorica reserves space for each enrolled traveller and thus incurs costs. For this reason, we must charge cancellation fees. In order to protect your travel investment in the event you need to cancel your tour, Explorica recommends purchasing its travel protection plan. The following cancellation policies apply:

If you withdraw this many days prior to departure	You will receive a full refund minus the following amounts
More than 75 days	\$100 non-refundable deposit
31–75 days	50% of All Fees + \$100 non-refundable deposit
30 days or less	100% of All Fees + the \$100 non-refundable deposit

All cancellation requests must be submitted in writing by mail, fax, or email to [cancellations@explorica.ca](mailto:cancellations@explorica.ca). Regrettably, we cannot refund late fees, bank fees, transfer fees, tickets and deposits for pre-booked events, or Travel Protection plan costs,

and we cannot transfer any payments between participants. Most participants will receive their refund within six weeks.

Note: Travel Protection Plan is non-transferable and non-refundable.

## REINSTATING ENROLMENT

Participants who have cancelled and then want to rejoin the tour must pay any difference between the old and new Tour Fees and travellers must also re-purchase insurance (if applicable). In addition, any reinstatement after 60 days prior to departure is subject to any applicable late fees, and their enrolment is subject to availability and to all conditions governing late applications (if applicable). **WHAT ABOUT A TRAVEL PROTECTION PLAN?**

Four out of five Explorica travellers protect their tours with our travel protection plan. Through Trip Mate, our third-party travel protection plan provider, Explorica offers one of the finest travel protection plans in the industry. Our travel protection plan covers you for the following events:

- > A traveller's injury, sickness, or death of an immediate family member
- > Theft of passport or visas
- > Loss of luggage and personal effects
- > Trip Cancellation or Trip Interruption due to covered reasons such as a covered sickness, injury or death
- > Trip Cancellation or Trip Interruption due to Terrorist Acts, as defined.

## CANCEL FOR ANY REASON BENEFIT

Administered by Trip Mate, our third-party travel protection plan provider, Explorica's Cancel For Any Reason guarantee protects your tour investment should you need to cancel your tour for any reason not currently covered in our travel protection plan, provided cancellation occurs 2 days or more before tour departure.

## CANCEL FOR ANY REASON GUARANTEE—THE EXPLORICA DIFFERENCE

What truly separates Explorica's Travel Protection plan from the rest is our Cancel For Any Reason guarantee. Administered by Trip Mate, Explorica's third-party travel protection plan provider, Explorica's Cancel For Any Reason guarantee protects your tour investment should you need to cancel your tour for any reason not currently covered in our travel protection plan, provided cancellation occurs two days or more before tour departure. **The cost of Explorica's Travel Protection Plan, including the Cancel For Any Reason Guarantee, is \$15 per day, maximum \$225.**

Along with the Cancel For Any Reason Benefit, purchasing this optional plan entitles you to the following benefits:

**Post-Departure Trip Interruption.** If you have to interrupt your trip after departure due to a covered injury, sickness, or death (your own or that of a travelling companion or an immediate family member) or for other covered events such as: cancellation of arrangements due to strike or bad weather; a documented theft of passports or visas; or a terrorist act which occurs in your departure city or in a city which is a scheduled destination for your trip provided the terrorist act occurs within 30 days of the scheduled departure date for your trip and your premium is received within 14 days of the initial deposit/payment for your trip, as defined, you will be reimbursed up to the trip cost for the unused, non-refundable land or water arrangements and the additional transport charges paid to return home or to rejoin your trip.

**Travel Delay.** Provides up to \$100 per day (maximum of \$500) for reasonable accommodation and travelling expenses until travel becomes possible if you are delayed for more than 12 hours due to a covered reason such as injury, sickness, or death of you or your travelling companion; quarantine; loss of passport, travel documents, or money; or natural disaster.

**Medical Expense/Emergency Assistance.** Provides reimbursement up to \$1,000,000\* for reasonable and customary medical expenses incurred within 365 days of a covered sickness which occurs while on your trip; emergency dental treatment received during your trip; up to \$15,000 for the cost of emergency transport to home or an appropriate hospital, including escort expense (both, if deemed necessary by the attending physician), for a covered injury or sickness which occurs while on your trip; or the cost of homeward carriage if deceased.

\*The Accident and Sickness Medical Expense Benefits of this plan are subject to a maximum benefit limit of \$15,000 for those persons who at the time of a covered injury or sickness do not

have valid hospital and medical insurance under a Government Health Insurance Plan of a province or territory of Canada.

**Baggage & Personal Effects.** Coverage up to \$2,000 for direct physical loss or damage to your baggage, passports, or visas while on your trip. A \$500 maximum limit applies to jewellery, gems, watches, cameras and camera equipment, and furs; a \$250 per article limit applies to all other items. If, while on your trip, your baggage is delayed for 24 hours or more, we will reimburse you up to \$100 for the purchase of necessary additional clothing and personal articles.

**Pre-Existing Conditions Waiver.** The Plan Exclusion for Pre-Existing Conditions is waived if you purchase the plan within 14 days of your initial deposit/payment for your trip and you are not disabled from travel at the time your plan payment is received.

A "Certificate of Coverage", which provides complete details of the plan, including conditions, exclusions, and limitations, is available to you on our website under the Travel Protection Plan or is available to you at any time by request. **The Explorica Travel Protection Plan benefits are administered by: Trip Mate, Inc. (In CA, dba Trip Mate Insurance Agency), 9225 Ward Parkway, Suite 200, Kansas City, Missouri 64114; tel. 1.800.888.7292.**

Explorica Travel Protection Plan is underwritten by Co-operators Life Insurance Company, 1920 College Avenue, Regina, Saskatchewan S4P 1C4. Property risks are underwritten by The Sovereign General Insurance Company, 500-6700 Macleod Trail S.E., Calgary Alberta T2H 0L3.

The cost for Explorica's Travel Protection Plan is \$15 per day of your tour, maximum \$225. This plan must be purchased at the time of enrolment.

#### **ARE THERE OPTIONAL EXTRAS FOR INDIVIDUAL PARTICIPANTS?**

Explorica offers various options to enhance your travel experience. You must register for the following optional extras at the time of your enrolment. Any changes to your itinerary after enrolment will incur additional charges.

**Land-only tours.** On many of our tours, you may arrange for your own bus transfer and join the group at the first hotel at the first destination. We will discount your Tour Fee by up to 35 percent.

**Accommodations.** All participants aged 22 and younger room together in same gender triples or quads from the same bus group (unless otherwise noted). Participants aged 22 and younger may choose to upgrade to stay in a double/twin room for an additional \$35 per night. The deadline for requests for double/twin upgrades is 50 days before departure. Participants aged 23 or older are required to stay in a double/twin room and are therefore automatically charged the additional \$35 per night. Participants aged 23 or older may choose to upgrade to stay in a single room for an additional \$70 per night. The deadline for requests for single room upgrades is 50 days before departure.

**Optional activities.** On each program we offer a number of optional activities pre-negotiated with our suppliers. Enrolling prior to departure helps us plan; we offer you a discount on each of these activities if you enrol 45 days or more before departure. For most optional activities you can enrol online up to 60 days prior to your departure date, and over the phone up to 45 days prior to departure. After that date, you can register on a space-available basis only during the tour itself. Some activities require pre-booking; please refer to the individual tour itineraries for booking specifics. All optional excursions are based on 20 paying participants. If there are fewer than 20 paying participants enrolled on an optional excursion, Explorica reserves the right to add a surcharge or cancel the optional excursion at its discretion.

#### **ARE THERE OPTIONAL TOUR ENHANCEMENTS FOR THE GROUP?**

The following additions and alternatives must be reserved for the entire group when the Group Leader creates a Tour Centre:

**Stay-ahead and stay-behind.** If the entire group would like to arrive at the first destination a few days earlier or stay at the final destination a few days later than the scheduled tour, Explorica can change your bus reservations (assuming you are travelling into or out of the same point of departure as the scheduled tour). The service fee is \$50 per participant, and all additional costs for land arrangements will be passed along to the participants. This optional tour enhancement requires a minimum of 10 paying participants.

**Tour extensions.** Many of our programs offer extensions to the normal tour. These extensions must be booked at the time of enrolment, must apply to the entire group, and cannot be cancelled later than 60 days prior to departure. All tour extensions are based on 25 paying participants. If there are fewer than 25 paying participants enrolled on a tour extension, Explorica reserves the right to add a surcharge or cancel the tour extension at its discretion.

#### **ADULTS AND CHILDREN UNDER 8**

Our programs are primarily developed for youths, but adults are welcome to participate. As our prices are based on youth rates, we charge a flat rate adult supplement of \$45 per adult (23 years of age or older). Adults are automatically placed in twin rooms unless a single room is requested. The double/twin or single room supplement will apply in addition to the \$45 adult supplement, and will be charged even if the adult requests a triple room. We do not accept applications for travellers under the age of 8 at time of departure.

#### **GENERAL INFORMATION**

Any requested changes to itinerary, travel date, package type, or other aspects of your tour made after your tour has been chosen may be subject to additional fees.

Please note that once a Group Leader chooses a new itinerary, new departure date, or small group supplement, that decision is binding for the group. Additionally, once a Group Leader cancels a tour on behalf of the group, standard cancellation fees apply. Participants wishing to cancel their enrolments at that point must pay any applicable cancellation fees.

**Guaranteed Travel Date Tours.** If your groups enrolls on a Guaranteed Travel Date tour, your itinerary and departure date is guaranteed not to change. Please note that tour extensions and stay-ahead/stay-behinds are not guaranteed on Guaranteed Travel Date tours, and require a minimum number of travelers in order to run.

**Private & Custom Tours.** Your group may elect to have its own bus (remove this line break?) and Tour Director rather than travelling with one or more groups. A private tour will follow the published itinerary (including any tour upgrades or options your group has selected). The quoted fee for a private tour depends on your group size and tour length. (If your final group size is less than the quoted group size, participants will be required to pay a small group supplement or, if they choose to cancel, any applicable cancellation fees.)

**Consolidated Tours.** In order for us to offer the lowest possible Tour Fees, tour prices are based on a minimum of 38 paying participants. We therefore sometimes combine smaller groups into one larger group of approximately 50 participants, giving you the benefit of meeting students and teachers from other schools. If an insufficient number of participants sign up for a tour, Explorica will collaborate with the Group Leader to find a similar or comparable tour, and participants will then pay the fees for the new tour. If no similar tour is available, the group may pay a small group supplement to run the original tour.

**Changes in travel dates.** For Private and Consolidated Tours, Explorica reserves the right to change the date of departure due to heavy demand on certain peak travel dates. From October 1 to April 30, the change of date will be no more than one day in either direction. From May 1 to September 30, the change of date may be up to three days in either direction.

**Changes in itineraries.** Explorica reserves the right to make changes in the itinerary when deemed necessary. These changes might include shifting the order of cities visited, reversal of the tour, or exchanges of bus lines, cruise ships, or modes of transportation. On certain holidays some attractions might be closed, so we will offer a similar activity or refund you the value of the cancelled event. If your group's bus arrives late on the scheduled arrival day, we will attempt to reschedule any activities you miss on that day or provide an adequate substitute activity on another day of your tour.

**Passports and visas.** When applicable, it is each traveller's responsibility to obtain a valid passport, visa, transit visa and any required travel insurance coverage and notarized parental consent form. We suggest that this process be completed well in advance of departure. Please note that customs officials may not allow you to enter a country unless your passport is valid for at least three months after your return date. All travellers must contact the appropriate embassies and consulates to inquire about and obtain any necessary visas for all countries to be visited.

**Additional information.** Each Explorica tour begins when you leave from your departure city and ends upon completion of the return trip.

Tour Fees published in this brochure are based on currency exchange rates at time of print. In the event of a major currency fluctuation or tax increase, Explorica reserves the right to adjust the Tour Fees and apply a surcharge. Completion of payment does not occur until taxes, fees, adjustments and surcharges have been assessed. If the total tour price is increased, and the cumulative increase, except any increase resulting from an increase in retail sales tax or federal goods and service tax is more than 7%, the customer has the right to cancel the contract & obtain a full refund. There will be no increases after customer has paid in full.

No warranties, representations, terms, or conditions apply to any tour unless expressly stated in this document or in a letter signed by an Explorica officer at our Canadian office. Explorica, its affiliates, directors, officers, employees, teachers, or school administrators, including any person or entity employed or utilized by Explorica in any foreign country, cannot be held responsible for any injury, loss, damage, accident, delay, or expense resulting from events beyond its control, including, without limitation to, acts of God, war, strikes, incidents of politically motivated violence, sickness or quarantine, government restrictions or regulations, and, in the absence of gross negligence arising from any vehicle, or from any act or omission by bus or car rental agency, steamship, airline, railroad, taxi or tour service, hotel, school, university, restaurant, or any other firm, agency, company, or individual.

Explorica reserves the right to cancel a tour at its discretion. In the event of instability in a destination country, decisions to cancel a tour will be based on Travel Warnings issued by Foreign Affairs and International Trade Canada.

**Please note that a participant will not be allowed to travel on an Explorica tour if his/her name does not appear on the travel roster on the day of departure or if he/she has not agreed to Explorica's Terms and Conditions.**

**Travel Registration Number: 50012536  
OPC Number: 702916**