



Full-On Adventures and Cultural Experiences

Terms and conditions



F.A.C.E. working in association with DeNureTours

TERMS AND CONDITIONS

- **Your deposit** is an acceptance of these terms and conditions
- The following terms and conditions govern the relationship between you, the passenger, and all other passengers on whose behalf you are making arrangements, and us working with **DeNure Tours Inc.** By reserving a vacation/adventure with us, you agree to be bound by these terms and conditions. Please see our website for up-to-date terms and conditions. www.face2.ca
- All prices are in Canadian dollars and include all taxes, levies, land transportation, air fare if included in the price (please refer to the What's Included section), accommodation and activity costs.
- All costs will remain in effect, except the airfare (if included in the total price) in the case of any increases of airport taxes, fuel surcharges and taxes imposed by the government. We reserve the right to increase the costs based on these exceptions. If the cost increases more than 7% due to these unexpected surcharges, you will have the right to cancel without penalty, and you will get a full refund of your deposit if you notify us within 7 days of the day we notified you of the surcharge.

GUEST RESPONSIBILITY

- The Company Tours reserves the right to terminate the vacation (or remaining part thereof) of any guest whose inappropriate actions or conduct adversely affects others, including other guests, employees of The Company Tours, and employees of partner establishments. A Company staff member will make that determination, and if the vacation is terminated, there will be no refund for any unused portion, and all costs of returning to the point of embarkation will be borne by the guest. The Company reserves the right to deny a reservation. Guests must comply with the laws, customs, and drug regulations of countries visited at all times.

OUR RESPONSIBILITY

- It is our intention to operate all tours as described. Operational situations occasionally force changes and we reserve the right to make adjustments where necessary. We have made arrangements with independent parties beyond our direct control to provide you with the travel services offered. We cannot be responsible for the acts or omissions of these parties, or anyone other than The Company employees. The Company reserves the right to make changes in the published itinerary whenever conditions warrant, or if deemed necessary for the comfort, convenience, or safety of the tour.
- The Company will not be liable for any loss or damage, injury or death that occurs as a result of government actions, terrorism, acts of God, late arrivals, missed connections and other factors beyond our direct control. In the event a departure must be cancelled or rescheduled, The Company shall have no responsibility beyond the refund of all monies paid by the guest to The Company. The Company does not accept liability for any carrier's cancellation penalty incurred by the purchase of a non-refundable airline or other ticket.

ITINERARY VARIATION

- The Company strives to improve vacation itineraries, services and features. If improvements can be made, or if circumstances beyond our control make it necessary to make changes, we reserve the right to vary itineraries. We make every effort to provide a comparable alternative, and no liability shall be inferred by these efforts.

LIABILITY

- The Company will not be liable for any loss or damage, injury or death that occurs as a result of government actions, terrorism, acts of God, late arrivals, missed connections and other factors beyond our direct control. In the event a departure must be cancelled or rescheduled, The Company shall have no responsibility beyond the refund of all monies paid by the guest to The Company.

- The Company does not accept liability for any carrier's cancellation penalty incurred by the purchase of a non-refundable airline or other ticket.

RESERVATION AND PAYMENTS

- All pages of the registration form must be completed and signed to indicate your acceptance of the Terms and Conditions and sent by email to Pierre Chartier/Christelle Chartier to chartierface2@gmail.com. Please pay your deposit of \$1500 per person, due at the time of confirmation to DeNure Tours by calling 1-800-668-6859. Please check the instalment section for all payments.
- The deposit must be received within 7 days of your confirmation. The deposit is required to reserve your place with the hotel / lodges, ground transportation, airlines (if included) and activities. The final payment must be received **120 days** before the departure date.
- Note all reservations made within the 120 days prior to departure must be paid in full.

METHOD OF PAYMENT

- Visa, e-transfer or cheque.
- All payments must be paid **to DeNureTours**. You may contact them at the following number: 1-800-668-6859.

INSTALMENTS

- Deposit of \$1500, due at the time of confirmation
- First instalment, 30% of the remaining balance due 180 days prior departure
- Remaining balance due 120 days prior departure

CANCELLATION POLICY

- All cancellations (for any reason) must be submitted in writing and signed by reserved guests and will go in effect on the date it has been received by email to Pierre and Christelle Chartier at chartierface2@gmail.com.
- In cases of cancellation by you, we reserve the right to retain any amount paid to the companies by the client. The reasons are because, once unrefundable payments have already been made to different companies such as hotels, airlines, museums, transportation, restaurants, it is out of our hands to be able to refund any money to the clients. **We strongly encourage each client to purchase their own medical and cancellation insurance.** Please check what the insurance covers and includes.
- In the event that we must cancel the trip for whatever reason(s), the full payment made by the participant will be refunded, less the travel insurance premium. This will constitute a full and final settlement.

PRICES AND TAXES

- The price quoted is per person, based on two people sharing accommodations in Canadian Dollars, unless indicated otherwise. Rate does not include international and domestic airfares **unless otherwise stated**. Please see category “Includes”.
- Gratuities are not included and must be paid locally.

IDENTIFICATION / PASSPORT AND TRAVEL DOCUMENTS

- A passport is required for all travel outside of Canada and must be valid to a minimum for 6 months after the trip return date. Different countries may require different documentation. We will advise the guests of all the requirements but it is the responsibility of the traveler to obtain the proper documentation. It is recommended when traveling, even within Canada, to have an alternate government-approved photo identification.
- It is also the responsibility of the travelers to keep their identification with them at all times. We are not responsible for obtaining proper documentation on behalf of any guest or for delays, damages or losses, including missed portions of the trip because of immigration issues.
- We will not be responsible for denied access to a country or re-entry to Canada.
- You, the guest, must obtain all of the documents at your own cost, and consult with the embassy or consulate for any restrictions prior to booking your vacation.
- Note: Due to airline security measures; **your passport information including your full legal name and birth date, needs to match your airline ticket, or you may be denied boarding and/or entry**. Change fees for incorrect passport information will be charged to you. Name change after final payment date will be subject to an extra name change fee. Please double-check for any typographic errors in the name you send us before submitting it to us for our trip list.

INSURANCE

- **We strongly recommend** that you purchase travel insurance to protect yourself in the event of trip cancellation, protection of your baggage and to cover you in the event of personal accident, sickness, injury, medical expenses, or bereavement. Please double check your insurance policies regarding **COVID coverage**.
- Please call **DeNureTours** for a quote at 1-800-668-6859.
- The insurance premium is non-refundable and must be purchased at the time of your initial reservation. It is the client's responsibility to fully understand the conditions and exclusions of the policy.

ACTS OF GOD, STRIKE OR OTHER CONDITIONS BEYOND OUR CONTROL

- We act as an agent for the owners and/or contractors providing the services and means of transportation specified. All tickets and vouchers are issued subject to terms and conditions.
- We assume no responsibility or liability in connection with any injury, death, loss, accident or delay which may be occasioned either by reason of defect or through the acts of default of any company or person engaged in carrying out arrangements of the tour, cruise, rail or flights.
- No responsibility and liability are accepted for any changes in schedule or other events resulting from improper health certificates or travel documents or as any act of any seasonal variation, labour strike, civil disturbance, political unrest, terrorism, riots, Acts of God, and or other circumstances beyond their control.
- We cannot guarantee that accommodations, ground transportation, airline, or similar service will be exactly as outlined in our website.
- Extreme care is taken in the contracting of all services; however, we cannot be responsible for the errors or omissions of the suppliers or services. In the unlikely event that a supplier fails to honour their contract with us, we reserve the right to alter, change or cancel such services outlined in our web site. When such a change occurs, we will endeavour to substitute comparable services, although we will not be liable for any difference in the quality or enjoyment.
- In addition, tourism is still developing in many destinations, and thus facilities and services may be under construction and repair. We will endeavour to alter itineraries, accommodation, etc., should we be forewarned of such occurrences.

ITINERARY AND PRICES

- We reserve the right to make reasonable changes to the itinerary for the comfort and well-being of the group and or individuals. While we strive to operate the programs as described in our itinerary, these changes are sometimes necessary and unavoidable due to local conditions and circumstances beyond our control
- Excess baggage charges, beverages, gratuities and meals not included in the package are additional costs to the guest. Prices do not include items of personal nature, items not listed in the itinerary, or any alcoholic beverages, unless noted. A clear list of inclusions will be given on your final itinerary.

AIR TRAVEL, DEVIATIONS AND EXTENSIONS

- You are welcome to opt out of our air program on our all-inclusive trip and receive a credit.
- If you wish to deviate and, or extend your travel arrangements we can look after this, however, this must be specified in writing at the time of your reservations.

- All requests to deviate or extend is subject to the airline regulations and availability. Your acceptance of the new arrangements must be done in writing by email or fax.
- Once accepted, the changes will be confirmed along with any additional charges from the airlines. Some airlines may require immediate payments for these changes, which are non-refundable. We cannot be held responsible for any flights delays, cancellations and, or flight time changes incurred by the airlines.
- All air travel is offered in economy class tickets and as such, advance seating assignments may not always be available. Your preference in seats will be requested but cannot be guaranteed. Please advise if you have frequent flyer mileage programs with specific airlines at the time of your reservations. Although we make every effort to add your appropriate frequent flyer number to your reservations, when provided to us, we highly recommend that you show your card at the airport upon check in to the agents before you depart.

FLIGHTS, TIMES AND CONNECTIONS

- All flight times are subject to change with or without prior notice. You, the guest, must reconfirm all the flight time with the airline directly 24 to 36 hours prior to your departure. All trips leave from Toronto, therefore, for those who are travelling from other cities to connect in Toronto should make sure that you allow at least 6 hours minimum connecting time.
- If you, our guest, purchase your own airfare, it will be the sole responsibility of you, the guest, to ensure mandatory connecting times are met in conjunction with airline regulations.

BAGGAGE

- Each individual airline has their own baggage restrictions. You will be advised of the number of bags you can travel with, along with the hand luggage restrictions and the allowance pending on the airline you will be flying with.

RESPONSIBILITY OF THE PARTICIPANT

- **Please make sure you are medically fit to travel.** If you have any concerns, please call us to discuss prior to reservation. Dietary restrictions and special meals requests must be requested at the time of booking.
- Please note that, not every dietary request can be accommodated, and we appreciate your understanding in this matter.
- If you do not buy the flights from us, you will be responsible to contact and inform us in writing of your flight details in order for transfers to take place.

- Should you arrive late, you will be responsible for your own transportation to the hotel.
- We reserve the right to refuse the application of anyone and/or expel any tour member whose conduct is incompatible with the interest and well-being of other tour participants. Any costs associated with removal will be borne by the passenger. No refunds will be given to any unused part of the vacation or for arrangements necessary after removal.

GOOD VALUE AND EXPECTATIONS

- We are required by the Travel Industry Council of Ontario (TICO) to inform Ontarians and other nationals travelling abroad that they may encounter different living standards, conditions and practices than those at home, and that one must adjust to these conditions.

PHOTOS AND VIDEOS

- You grant us permission to take photographic records of its trips for promotional and commercial use.

DOCUMENTS

- All documents will be sent by email. Please provide your full contact information at the time of reservation. About two weeks prior to departure, we will forward you your final documents.

DATA PROTECTION

- To process your reservation, The Company will need personal information including your name, address, telephone number, email address, passport number, date of birth, citizenship, and information you have disclosed regarding health, medical, dietary, mobility, and other special requirements. This personal information may be passed on to other suppliers of your travel arrangements in addition to public authorities (such as customs and immigrations), and security organizations as required by law. In making your booking, you consent to your personal data being passed to relevant third parties as set out above. [Click here for our complete privacy policy.](#)
- The Company may also use your personal information to review and improve our services, and may contact you (by post, email and/or telephone) about other vacations and services offered by The Company. If you do not want to receive this information, please advise us.