

Costs, terms and conditions.



F.A.C.E working in association with CANAM Travels Inc.

TICO # 96504273

COST

- **Double occupancy:** \$3850.00 per person taxes included, **Land only.**
- Your flight to Geneva Switzerland is not included. You can book your flight yourself or have us book it for you. We will be asking you to arrive in the morning on July 10 in Geneva.
Air Canada flight usually arrives around 10:00 am from Toronto/Montreal.
- **Single supplement:** add \$1200 for hotel costs.

INCLUDES

Accommodations:

- 5 nights at 4 star Spa Hotel Le Petit Dru in Morzine, France
- 3 nights at 4 star Spa Hotel Cailler in Charmey, Switzerland
- 1 night at 4 star Hotel NH in Geneva, Switzerland

Museums, Castles:

- Chateau de Chillon in Montreux, Switzerland
- International Red Cross and Red Crescent Museum in Geneva, Switzerland
- Nestlé/Cailler Chocolate factory

Meals:

- Three meals per day (picnic paniers provided when hiking or mountain biking) except for 3 lunches during transfers and 1 supper.

Wine and cheese tasting

- An hour before supper you will be invited to sample wines, cheeses and various foods from local and different regions of France and Switzerland. This will be provided for seven days.

Transportation:

- **All transfers**
- Transfer from and to the Geneva international Airport
- Transfer Morzine – Charmey, Charmey - Geneva
- All transfers to and from the starting point of each day's activities

Equipment and activities:

- Electric mountain bike for a day through the Portes du Soleil in Morzine
- Rafting adventure for a day at Saint Jean D'Aulps, France
- Via Ferrata, Harness and helmet provided for one day at La Chapelle d'Abondance. **If you do not wish to participate in this activity, you will have an alternative activity, hike to the top to have a picnic with the ones who climbed.**
<https://www.youtube.com/watch?v=31iUX69E1M>
<https://www.youtube.com/watch?v=cMoLCDqGL8w>
- **Certified alpine guide** for the Via ferrata, La Chapelle d'Abondance.
- Golf fees (does not include club rentals) **OR** Paragliding tandem with **certified instructor**.
- Museum and Castle entrance fees.
- Pool access and spa access at hotels.

DOES NOT INCLUDE

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- Medical and cancellation insurance.
- Some meals: 3 lunches and 1 supper
- **It is strongly recommended** to purchase appropriate insurance in case of sickness or injuries.
- **Golf club rentals.**
- **Additional spa experiences at the hotel (massages, beauty treatments..etc)**
- Medical and cancellation insurance can be purchased when booking your trip by calling Pierre Chartier at 905-259-4905.
- Gratuities.

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 (please check contact page), along with your deposit of \$1500 per person, due at the time of confirmation.
- The deposit must be received within 7 days of your confirmation. The deposit is required to reserve your place with the hotel / lodges, airlines etc. The final payment must be received **120 -90 days** before the departure date.

- Note all reservations made within the 120 -90 days prior to departure must be paid in full.

METHOD OF PAYMENT:

- Our preferred form of payment is by cheque or Interac transfer. However, we accept payment by credit card, with an additional charge of 3.5% on the total amount to cover the credit card processing fee.
- Interac payments, please email to Pierre Chartier.(please see contact page)
- Cheque payment, made out to **Canam Travels Inc**, please send to **Canam Travels Inc, 1 young street, Suite 180, Toronto, Ontario M5E 1W7, Attention to F.a.c.e. summer 2020.**
- Credit card payments (additional charge of 3.5%) please call 905-259-4905 and email the Registration and Pre-authorization form to Pierre Chartier /Christelle Chartier chartierface2@gmail.com

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, as well as any visa for entry into your destination, unless indicated otherwise.
- For visa requirements and costs, please contact the appropriate countries that you are visiting. Note: if you are denied entry into your destination, you will be responsible for the entire cost of the trip as well as the purchase of any new airline tickets. In the event that the exchange rate is higher by 4% of the rate initially paid, you will be advised to pay extra for this difference. All reservations are subject to cancellation if payments are not received by the due date.

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 Chartier.
- In cases of cancellation by you, we reserve the right to collect and retain, and you agree to pay the following cancellation fees, calculated either as a flat-rate amount or as a percentage of the travel price and dependent on the number of days left until the planned departure date:
 - On or before **121 days** prior to departure: full deposit will be refunded less \$250 administrative fee per reservation.
 - **120-90** days prior to departure: 50% of total price paid per person
 - **89-60** days prior to departure: 75/% of total price paid per person
 - **59** days or less prior to departure: 100% of total price paid per person
- In the event that we cancel the trip for whatever reason(s), the full payment made by the participant will be refunded, less the travel insurance premium if you. This will constitute a full and final settlement.

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 call Pierre Chartier for a quote.
- 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.

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 **CANAM Travels Inc.** By reserving a vacation with us, you agree to be bound by these Terms and Conditions as we may amend them from time to time. Please see our website for modifications. www.face2.ca
- All prices are in Canadian dollars and include all taxes, levies, transportation, accommodation and activity costs.
- All costs will remain in effect, except the airfare in the situation of 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.

PASSPORT AND TRAVEL DOCUMENTS:

- You must have a valid passport, in good condition, that is still valid for at least 6 months after your return to Canada. You, the guest, are required to obtain all the necessary travel documents such as a visa and vaccination, if necessary, to enter the desired country.
- 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 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 a minimum \$200 name change fee.

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 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.

