



本地巴士團旅遊細則及責任問題

報名手續及訂金：

報名時須繳交訂金加元\$100，餘款需於出發前30天全部繳清。所有訂金及團費，不得轉與他人或轉用於其他出發日期。逾期末清繳所有費用者，「翠明假期」得將其訂位取消，而其已付之訂金及團費概不發還。任何費用如於出發前十四個工作天內繳交，必須以現金或銀行本票支付，私人支票恕不接受。

取消訂位：

若因事取消訂位、更改出發日期或更改姓名，必須以書面通知及按下列章程辦理：

- A. 出發前 30 天以上取消，每人扣除加元\$100。
- B. 出發前 21-30 天內取消，每人扣除總團費百份之五十。
- C. 出發前 8-20 天內取消，每人扣除總團費百份之七十五。
- D. 出發前 7 天內或旅程中退出者，作自動放棄所有權利，所繳之費用概不發還。

費用包括：

- 酒店：酒店房間以兩張床為主，全部附有私人浴廁。
- 交通工具：採用豪華空調遊覽車及依照行程表內所列其他交通工具。
- 節目：照行程表內所列之各項觀光節目。
- 導遊：專業導遊、司機隨團服務。

費用不包括：

- 膳食 (除行程指定內) 及門票。
- 往返機票之費用。各機場及離境稅，各行程未包括之稅項 (如5%GST)。
- 未繳付餐膳費團員之所有膳食。
- 本行程以外之自選節目，各國簽證費。
- 私人費用如洗衣、電話、汽水、酒類，個人保險費用及領隊。
- 導遊及司機服務費。

旅遊保險：

為保障客人利益，凡參加「翠明假期」旅行團者，本社均提議各團友購買各類旅遊保險，如意外、醫療、行李及賠償因取消旅行團之罰款保險等，需在報名時購買。

行李及私人財物：

每人限攜帶規格不超於29×20×10吋的行李一件，重量不得超過20公斤 (44磅)，而手提行李只限一件及不大於22×14×9吋為準。各團員須對其攜帶之私人財物及行李安全問題以對旅客負責。本公司所採

用之各類交通工具及酒店，如飛機、輪船、火車或巴士等，其對旅客之私人財物及行李安全問題，各機構均訂立有各種不同之條例，以對旅客負責。行李遺失、意外傷亡及財產損失等情形，當根據各不同機構公司所訂立之安全條例作為解決的依據，概與「翠明假期」無涉。

責任問題：

「翠明假期」一向以顧客為先之服務精神，精心策劃及安排各旅行團，為使行程精益求精，又或在非本公司能力範圍以內所能控制之特殊情況下，於啟程前或出發後，本公司保留取消或替換出發日期或任何一項旅遊項目，與及縮短或延長旅程之權利。在此情況下，費用將酌量增減或將悉數退回，團員不得藉故反對。每團之參加人數以不少於20人為原則，如不足20人，「翠明假期」有權取消出發，而其已付之訂金及團費將悉數退回，團員不得藉故要求賠償。有關酒店住宿、膳食、遊覽情序等各種問題，將依據本公司之遊覽章程辦理。若遇特殊情況，如天氣惡劣、罷工、颱風影響、證件遺失、當地酒店突告客滿、原定班機取消或延誤、政變等等，或在非本公司能力範圍以內所能控制之情況下，而必須將行程及住宿更改或取消任何一項旅遊節目，本公司得依照當時情況盡量安排及全權處理，惟「翠明假期」將不負責在此情況下所引致之損失。至於航空公司只負責機票所載的各項營運條款，如乘客未進入航機內，航空公司將不負任何責任，敬希垂注。

其他細則：

團員如基於私人理由，要求自行出發或中途離團，本公司當樂意安排，惟「翠明假期」將不負責一切由於任何交通上或其他原因之延誤而導致未能趕上預先安排的行程，或住宿上間接或直接之費用或損失。凡參加遊覽團者，須遵守各國法紀，嚴禁攜帶私貨營利及違禁物品。進出境法例，是根據個別國家所訂立，如因個人理由而被某國拒絕入境，其責任與「翠明假期」無涉，餘下之旅程將不獲退還款項，及因而所需之額外費用如交通、住宿等，須由其個人負責，與「翠明假期」無關。任何團員若防礙領隊或團體的正常活動及利益，本公司領隊絕對有權適當地取消其隨團資格，其離團後之一切行動，概與「翠明假期」無涉。所餘下未完成部份旅程，恕不發還任何費用。

旅程收費：

本章程內所列之團費以加幣(CAD)計算，並根據當時機票價目、酒店宿費、旅遊車費、節目入場費及外匯兌換率等而定，如有任何更改，恕不另行通告。此後若有燃油漲價或外幣浮動，「翠明假期」保留在出發前調整費用之權利，而已繳交全部費用之團員，將不受上述條文所限。

旅遊須知：

- 為公平起見，座位編排每天更改一次。
- 每人只限寄倉及手提行李各一件 (20公斤)。
- 三人房及四人房以兩張床為準，按酒店消防條例，每房最多只可容納四人 (成人 / 小童)。
- 沿途入住酒店均全面禁煙，違例者將被酒店罰款每晚由加元\$300起。
- 衣著一般以輕便舒適為主。部份酒店設有泳池，喜愛者請攜帶泳衣。
- 冰川氣溫長期處於0°C以下，請帶備禦寒衣物 (一件較厚的外套)、防滑膠鞋和太陽眼鏡。
- 行程、膳食及住宿的先後次序，以當地接待為準，如有調動，恕不另行通知。
- 請各團友準時抵達出發地點，如因以致不能成行者費用恕不退還。
- 行程最後一天如因路況、天氣等導致回程交通延誤。所引致之損失客人責任自負。

- 建議購旅遊保險以確保個人利益。
- 訂位一經確認後，不得轉與他人或更改出發日期。
- 本公司之出發人數以不少於20人為原則。如人數不足以成團，本公司將於出發前7天退還所付之全部訂金或團費及不會作進一步之賠償。

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Local Coach Tours General Terms & Conditions

RESERVATION AND PAYMENT:

A deposit C\$100 per person is required to reserve space. The balance is due 30 days prior to departure. Charming Holidays reserves the right to cancel any reservation should payment not be received within the specified period, and all payment previously made will not be refunded under this circumstance. Only cash, bank draft or certified cheque are accepted; personal cheques are not accepted.

CANCELLATION PENALTIES:

Notice of cancellation must be made in writing to Charming Holidays and the following scale of cancellation fees will be applied:

- A. Over 30 days prior to departure, C\$100 per person.
- B. 21-30 days prior to departure, 50% of total price.
- C. 8-20 days prior to departure, 75% of total price.
- D. Within 7 days prior to departure or withdrawal from a tour, will regard forfeiting the tour on own, no tour fee, admission, nor meal plan will be refunded.

TOUR FARE INCLUSIONS:

- Hotel accommodation with private bathroom as outlined in the itinerary or comparable.
- Air-conditioned luxury coach or van (arrival/departure or day tours) and other specified types of transportation as outlined in the itinerary.
- Optional meals are indicated as (B) for Breakfast, (L) for Lunch and (D) for Dinner as outlined in the itinerary.
- Sightseeing as outlined in the itinerary.
- Professional tour guide and driver service.

TOUR FARE EXCLUSIONS:

- Optional meals and attraction admissions (unless paid at time of booking).
- Federal tax of 5% GST.
- Items of personal nature.
- Gratuity to tour guide and driver.

INSURANCE:

For your own protection and ease of mind, we strongly recommend the purchase of 'All Inclusive Insurance Protection Plan' for travel. Premium varies depending on age level.

BAGGAGE:

Baggage allowance per person is restricted to one (1) checked baggage with maximum linear dimensions of 69 inches and maximum weight of 44 lbs; one (1) carry-on baggage with maximum linear dimensions of 45 inches and maximum weight of 17 lbs. All baggage and personal belongings are at all times at the passenger's own risk. The carriers, hotels and other suppliers who provide services on tour are independent contractors; as such, their security policies will be respected. Charming Holidays will not be liable for any damages or injuries claimed.

RESPONSIBILITY (Important, please read this carefully.):

Charming Holidays constantly strives to improve tour itineraries and features. If such improvements can be made, or unforeseen circumstances which is beyond our control, Charming Holidays reserves the right to make changes – such as to vary itineraries, to substitute hotels, to cancel or re-schedule our departures as deemed to be appropriate. Furthermore tour price will be adjusted according to the extension or abridgement of travel period. Passengers shall not use this as an excuse for an objection. Charming Holidays shall be responsible to the passenger for supplying the services and accommodations described in the tour itinerary, except where such services cannot be supplied or the itinerary used is changed due to delays or other causes of whatever kind or nature beyond the control of Charming Holidays. In such circumstances, Charming Holidays will do its best to supply comparable services, accommodations and itineraries and there shall be no refund in this connection. Should passenger decide to leave the tour on his own volition, there shall be no refund for the unused portion of the tour. Charming Holidays reserves the right to refuse to carry anyone whose conduct deemed incompatible with the interests of the tour group. Accordingly, we are not responsible for passenger's conduct after the completion of the tour. Should any passenger be asked to leave the tour, the balance of the tour fee will not be refunded.

ADDITIONAL INFORMATION:

Tour fares are based on Canadian Dollar and on cost at time of press and subject to change without notice. Should any of the cost changes, Charming Holidays reserves the right to adjust the tour fare prior to departure.

- Seats on coach are rotated on a daily basis.
- Maximum weight of checked baggage is 20 kg (44 lbs).
- Triple & Quad rooms are based on 2-bed sharing basis without extra bed for maximum of 4 persons (including child).
- Smoking is not allowed in all hotels, violators are subject to C\$300+ fine by individual hotel.
- Comfortable, casual clothing and dress according to weather.

- Icefield's weather could be sub-zero, warm jacket, non-slip shoes and sunglasses are recommended.
- Coach will depart pick-up point on time, late-comers will not be accommodated.
- Charming Holidays is not responsible for tour members missing their onward travel arrangement or additional expenses incurred due to road conditions, weather and other circumstances beyond our control on the last day of the tour.
- Change of name or departure date is consider as cancellation of booking and subject to "Cancellation Penalties" listed above.
- Minimum # of participants per tour is 20. We reserved the right to cancel a departure should the minimum # of participants is not met. All deposit and payment will be fully refunded.

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