



MAZDA GROUP BOOKING TERMS & CONDITIONS

➤ **BOOKING TERMS CONTRACT**

Confirmation is not guaranteed until receipt of full payment. The person who makes the booking is responsible for ensuring that other members of the party are aware of booking conditions and this policy and that they consent to your acting on their behalf in your dealings with us.

➤ **BOOKING PROCESS / TERMS OF PAYMENT**

- For processing the reservations, we need - Full name as per passport (in the form of First Name / Last Name), Passport number, Nationality, Expiry date, Flight Details.
- **Non-Refundable Deposit of CAD 250 per person is required to secure space if booked 90 days.**
- **Non-Refundable Deposit of CAD 1000 per person is required to secure space if booked 60 days prior to departure.**
- **Unless company receives the non-refundable deposit or full payment, the company shall not be liable to process the booking / issue any supporting documents.**
- On receipt of final payment, tour itinerary will be advised within 72 working hours.
- Tour information sheet will be issued 07 days prior to the departure date via e-mail only.
- Company reserves the right to amend charges accordingly in case of currency fluctuations, fuel supplement, travel arrangements, hike in any government taxes before the date of departure. All such increases in price must be paid for in full before your departure.
- Full payment needs to be received 45 days prior to departure.
- Remittance Charge of CAD 40 is not included in the tour cost, the same needs to be added to the total package while remitting individual invoices.

➤ **ELIGIBILITY**

Guests travelling on Mazda Tours must have a valid passport for at least six months from the return date of travel and have been granted relevant visas to travel throughout with the group are eligible to book on the tour. Note that all Alaska cruise passengers will require both USA and Canadian multiple entry visas.

➤ **PAYMENT AND SCHEDULE FOR MAZDA TOURS**

Sr. No.	Payment Item	Amount in CAD (per person)	Date of payment
1	Deposit Amount	250	At the time of Booking
2	Deposit Amount	1000	60 days before departure date
3	Full and Final payment		45 days before departure date

If booking is within 45 days of departure date, full payment is required at the time of reservation. Once confirmed, cancellation charges will apply as per the policy.

India: 204, Peninsula Centre, Dr. S. S. Rao Road, Parel Mumbai 400012

Canada: Suite 200, 8661-201st Street, Langley, BC V2Y 0G9

Website: www.mazdatravel.com

Tel: [022-61242900](tel:022-61242900)

E-mail: india@mazdatravel.com



➤ CANCELLATION / AMENDMENT BY COMPANY

Mazda Travels Inc reserves the right to cancel or reschedule any vacation departure for any reason, including insufficient demand or force majeure.

If you want to cancel your tour, we will refund the money paid by you without any interest, within 45 days after you informing us in writing / mail with an acknowledgement from us. Please note, we will not pay any compensation or damages incurred by you due to cancellation of tour by us. Mazda cannot assume responsibility for any additional costs or any fees relating to the issuance and/ or cancellation of air tickets or other travel arrangements not made through Mazda travel Inc. Refund would be done in the same mode as per the payment done to Mazda Travel Inc.

➤ CANCELLATION OF BOOKING BY AGENT

If you wish to cancel your booking with us, you must inform us in writing and get an acknowledgement from us. The following cancellation charges shall apply irrespective of the reason for cancellation. These are estimated damages we will incur on account of you cancelling tour booked by you. You agree not to dispute such deductions or nor to demand proof of actual damages.

WHEN A CANCELLATION IS MADE

WHEN A CANCELLATION IS MADE		CANCELLATION CHARGES PER PERSON
61 days to departure	:	CAD 250
60 to 46 days to departure	:	CAD 1000
45 to 0 days to departure	:	100% of tour cost

CANCELLATION CHARGES PER PERSON

If you fail to make payment as per schedule and if we do not receive full payment before the departure date, the booking stands cancelled. The client cannot travel on tour and no money will be refunded.

➤ PRE / POST TOUR / ADD ON EXTENSION PACKAGES

Pre-Post tour accommodation and packages are available at an additional cost. The same needs to be advised at the time of booking group tours.

➤ AMENDMENT / TRANSFER BY CLIENT

If you cancel / amend your booking, the new arrangements will be treated as total new booking. It will be subject to availability and will attract new pricing. If the amendment request is made within the cancellation period, cancellation charges will apply along with the new booking price.

If you wish to transfer your booking and travel on another date, similar request should reach our office in writing / mail, at least 45 days prior to departure. You will be transferred to new date subject to availability.

- A request made within **44 days** of date of departure will be treated under cancellation of the tour. A new booking has to be made at respective price of the tour. Cancellation amount has to be paid for the existing tour booked by you.

Please note that no guests are allowed to travel on Mazda Tours, if they are not pre booked with us before the departure date. Also they cannot join the tour in between. Such guests are also not allowed to use any of our services.

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➤ **COMPLY WITH TOUR TERMS & CONDITIONS**

Punctuality is an essence of travel. Our itineraries are planned taking into consideration the driving hours restrictions stipulated for drivers by respective country. It is therefore necessary to be punctual and follow the timings advised by Tour Manager. This will facilitate us to provide you with all the services as mentioned in the itinerary. You or any of your co-passengers may miss any service due to unpunctuality. There will not be any refund nor compensation offered from our side for the same. You will also have to strictly comply with the terms & conditions of the various third party service providers. If you are not punctual, you could also miss your boat/cruise, train, flight, your coach, your meals etc.

➤ **TIPPING**

Tipping is customary in Canada. Since your coach driver takes care of your safety while driving, loads and unloads your bags, it is very important to pay him tips. Tipping is not a part of your package. It is customary that you tip CAD 5/- per person per day to the coach driver and tour managers.

➤ **BAGGAGE ON COACH AND SEATING**

Please travel light. Porterage is not included in the tour price unless specified and therefore you are advised to carry bags with wheels. We use coaches for internal transfers within cities and coaches have limited space for carrying luggage. We take utmost care to select good transport companies which provide good air-conditioned, air cooled coaches for our group tours. As these coach companies are third party suppliers, we are not responsible for any mal functioning of coach or its equipment including air conditioning. The average daily travel time in North America is 8 to 10 hours. Out of this, reasonable time is spent in coaches. So you are requested to keep your coaches clean and not to leave any property behind. The company and respective third party service provider will not be responsible for the same. As there are no seat numbers allocated to any tour participant, you all are requested to rotate of your seats and also follow the instructions of a tour manager. Generally most of the full size coaches are equipped with emergency washrooms, but as they are not designed to be used as regular washrooms, you are advised to use only in emergency. Comfort stops are provided every 2-3 hours to stretch your legs and / or use wash room facility. Smoking, consuming alcoholic beverages is **strictly prohibited** on the coaches.

➤ **THINGS TO CARRY / NOT TO CARRY ON TOUR**

It is advised to carry one set of thermal wear / warm clothing like cardigan, woolen sweaters / pullovers, shawls, warm socks, warm jacket, stockings, gloves and a wind cheater.

You are advised not to carry items, possession of which is forbidden by the law. You are solely responsible for possession such items banned by the local government and no compensation or damages will be paid by us, if your trip has to be curtailed or you face legal proceedings from the local government. If we suffer any loss on account of misbehaviour of a tour participant, we are free to recover such losses / expenses from him / her separately.

➤ **RESPONSIBILITY OF YOUR BELONGINGS / VALUABLES**

You will have to take the responsibility of all your belongings including but not limited to your baggage, currency, valuables, documents and personal effects at all times during the tour, whether during travel on the airline or during your stay in hotel or during your travel in coaches, while on excursions or otherwise. Please do not carry valuable items on tour. You are recommended to use the facility of safe deposit lockers (either provided free of cost by hotel or you may have to pay for the same). Loss of important documents like passports, tickets, insurance papers and baggage due to accident, theft or simply negligence may compel you to curtail, cancel or change of tour program. Company is not responsible for any compensation, damages, charges or expenses incurred by you.

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