



# Mazda Travel Inc.

## 2019 MAZDA BOOKING - TERMS & CONDITIONS

### GENERAL NOTES

- + Change in the number of passengers / travel date will affect the tour cost.
- + Single/Double/Triple occupancy for a package/room refers to the number of guests occupying a room and not to the number of beds in the guest room. Bed request is subject to availability at time of check in.
- + Rooms quoted are non-smoking rooms.
- + Check in and check out as per standard hotel policy is considered.
- + Breakfast would be standard as per the hotels menu.
- + Outside food / liquor is not allowed in the restaurants.
- + Seat in Coach (shared) sightseeing do not necessarily offer complimentary pick up / drop off from hotels.
- + Hotel pick-ups for sightseeing will be scheduled approximately 1 hour prior to the tour starting time.
- + Any changes post re-confirmation will not be entertained.
- + Consult before issuing any flights to frame a better routing.
- + All tourists travelling to North America should possess valid visa & are recommended to have proper all-inclusive medical and travel insurance.
- + Services are subject to operation and availability at the time of booking.
- + Services offered are valid only for the guests paid in full. No additional guests will be entertained on tour.
- + Any refund will be in the form of a credit note only. Credit note will be issued within 45 days after the completion of the tour. Credit note once issued needs to be utilized within 1 year from the date of issue.
- + The above is only a quote and subject to change.
- + Rates will be guaranteed, only upon confirmation.

### PAYMENT POLICY

- + All payments to be done via bank remittance.
- + Remittance fee of CAD / USD 40 per transaction is not included in the quotation.

### BOOKING PROCESS

- + Below details are needed for proceeding with the reservation.
  - a) Title: Mr./Mrs./Miss./Master
  - b) First Name and Last Name
  - c) Date of Birth (child)
  - d) Country of Origin
  - e) Room Preference: King Bed / Queen Bed
  - f) Dietary Needs (if applicable)
  - g) Flight details
- + We would require 10% deposit of the package amount for timelimit bookings.
- + Hotels will be blocked and time limit for reconfirmation with balance payments will be advised.
- + Post reconfirmation with payments, balance service confirmations will be processed.
- + **Tour vouchers will be released 48-72 working hours after payments are received.**

## SELF-DRIVE NOTES

- + Rates are calculated on 24 hours period.
- + Passengers will be charged directly for additional hours, days and additional coverage or optional products purchased at the commencement of the rental.
- + Self-drive cost does not include any discount or promotion.
- + The guest who is driving the vehicle must carry valid credit card on his / her name.
- + Minimum requirement for Car Rental:
  - a) Driver must be 25 years of age or older.
  - b) Drivers under the age of 25 years will be subject to a surcharge of CAD 25 per day. Certain car classes may not be available to drivers under the age of 25.
  - c) Possess a valid driver's license (Smart card) or International driving permit.
  - d) Hold a major credit card in his / her name.
- + Drop Off fees is not a part of the above quote and the same should be paid locally.
- + Tolls, national park fees, parking fees, fuel and anything apart from the inclusions passengers need to pay directly.
- + GPS, unlimited mileage, insurance, accessories, and child car seat is not included unless specified.

## CANCELLATION POLICIES – SUMMER (April – October)

### FIT Hotel and Land Services

- + Until 15 Days: No Charge\*
- + 14-07 Days: 25% of net package cost
- + 06-04 Days: 50% of net package cost
- + 03 Days or less: 100% of package cost
- + No Show: 100% of package cost
- + After commencement of package: No refund for partly utilized services.

#### **\*Note:**

**For all Fairmont Properties & Mountain Parks & lodges, no charge until 46 Days. After 45 days 100% room cost of the first night will be applicable.**

Services once re-confirmed and cancelled, service fees of CAD/USD 250 per person will be applicable. (If not falling under the cancellation deadline)

## CANCELLATION POLICIES - WINTER (November-March)

### FIT Hotel and Land Services

- + Until 45 Days: No Charge\*
  - + 44-31 Days: 25% of net package cost
  - + 30-15 Days: 100% of net package cost
  - + No Show: 100% of package cost
- \*For destinations like Whistler & Lake Louise, no charge until 61 Days. After 60 days 100% of net package cost will be applicable
- + After commencement of package: No refund for partly utilized services.
- \*Services once re-confirmed and cancelled, service fees of CAD 250 per person will be applicable. (If not falling under the cancellation deadline)

## VIA RAIL CANCELLATION

- + VIA Rail tickets are non-refundable once issued.

## ALASKA

Government tax rates are subject to change and will be based on the tax rate in effect on your date of travel. Because we cannot make exceptions to Alaska tour cancellation's or change policies for any reason, including natural disasters, family and medical emergencies, we strongly encourage you to purchase travel insurance.

A deposit equal to 30% of services reserved is due at the time of booking, with the balance due 45 days prior to your first day of travel.

### **The following amendment and cancellation fees apply.**

- ✚ Between 45 to 31 days prior to your first date of travel a 10% fee will apply.
- ✚ Between 30 to 15 days prior to your first day of travel a 50% fee will apply.
- ✚ Within 14 days of travel, your package is non-refundable and non-amendable.

### **The following amendment and cancellation fees apply for group on 10 pax and above**

- ✚ Date of booking to 46 days a 10% fee will apply.
- ✚ Between 45 to 30 days prior to your first day of travel a 50% fee will apply.
- ✚ Within 30 days of travel, your package is non-refundable and non-amendable.