

## TERMS & CONDITIONS

These Terms and Conditions apply to all Custom Group Tour bookings. The Terms and Conditions given here apply to your specific Custom Group booking.

**Booking Terms and Conditions:** The prices for all Custom Group Tours are based in Canadian or US Dollars (CAD or US Dollars). Your tour price is based on your agency's or business' country of residency. If you are located outside of Canada, your pricing will generally be in United States dollars (USD).

**Quoted Price and Price Changes:** The tour prices quoted to you are based on costs, fees, and currency exchange rates on May 1st, 2023. If a price is listed in US Dollars, it will be clearly mentioned as such.

**Final Payments and Cancellations:** All payments are made in full at the time of booking with the exception of the multi-day tour. Deposits for the multi-day tour are non-refundable once paid. We will send you an invoice or a Statement of Account prior to the final payment due date showing the exact total amount due. Final payment for the Multi-day tour is due on July.11,2024. Final payment is accepted by Credit card. All final payments, once received, are fully non-refundable.

**Incidentals:** Wilder Institute Calgary Zoo and the Association of Zoos and Aquariums (AZA) is not responsible for any incidentals not explicitly mentioned and included in the agreed-upon proposal.

**Force Majeure:** Wilder Institute Calgary Zoo and the Association of Zoos and Aquariums (AZA) is not responsible for any additional costs, claims, losses, damages, expenses, delays, or loss of enjoyment of any nature or kind whatsoever resulting from any events caused by circumstances not under our or our suppliers' reasonable control. This includes but is not limited to weather, strikes, cancelled or delayed transportation, fuel surcharges, labour disputes, riots, blockades, wars, health pandemics, terrorist attacks, earthquakes or restraints imposed by government authorities. We may cancel departures if forced to do so by circumstances of what is commonly referred to as force majeure. If cancellation occurs within the 60-day period, we will offer to postpone your trip to another similar departure within 12 months of the original tour start date; or, if circumstances do not permit, an alternative will be offered at that time of notice. We will not be responsible for costs associated with re-issuance or extension of visas, airline change fees, or for any compensation. We strongly recommend that all travellers purchase trip cancellation insurance.

**Travel Insurance:** **STRONGLY RECOMMEND** adequate and comprehensive travel insurance to all persons travelling to all destinations. Travel insurance can be purchased to cover penalties in the event you need to cancel or change your travel plans due to unforeseen circumstances. Travel insurance can also provide medical and emergency assistance protection during travel, as well as loss and delay coverage. If you do not carry travel insurance, all medical expenses,

and losses due to weather and unforeseen changes are entirely your responsibility. No refunds for unused or changed travel arrangements will be provided in these circumstances.

**Visas/Passports:** Holding valid travel documents is the responsibility of the traveller. A passport valid for six months beyond date of travel is required for entry into Canada. Visa-exempt foreign nationals are expected to have an Electronic Travel Authorization (eTA) to fly to or transit through Canada. If you request an eTA you can apply for this online.

**Responsibilities:** Wilder Institute Calgary Zoo and the Association of Zoos and Aquariums (AZA) acts only as an agent for the owners and contractors providing transportation, accommodation or other services and is not responsible or liable for any loss, damage or injury, delay, or accident due to an act of default of any company engaged in providing services included in these packages. The right is reserved to decline or accept any person requesting a travel package or to refuse to retain a member of a group or individual travel program. Scheduled changes may occur. Wilder Institute Calgary Zoo and the Association of Zoos and Aquariums (AZA) reserves the right to make any adjustments in plans which may be necessitated due to situations not under our control.