

<b>Tour Product</b>	ARCTIC HEARTBEAT   ACTIVE WINTER ADVENTURE
<b>Product Code:</b>	DM-SIT YXYARHRT
<b>Markets:</b>	NATA
<b>Release Ref:</b>	1.01
<b>Released on:</b>	26-Sep-2023

## Deposit & Payment Policy

- 16-days or more prior to start date of tour – we recommend you collect a deposit of \$50 per person. Hold the deposit at your office and remit at Payment Deadline.
- Full payment required 15-days prior to start date of your tour.

## Change & Cancellation Policy

- 16-days or more prior to start date of tour – Refundable less \$50 per person.
- 15-days or less – 100% non-refundable.
- No Show – 100% non-refundable.
- Unused Services - non-refundable.

## What is defined as a change?

A change is defined as any of the below or a combination thereof.

- Correction of a name/s.
- Change of name/s.
- Change of a departure date. Changes within the Change/Cancellation Deadline are subject to applicable Cancellation Penalty.
- Change or alteration in room requirements. Such changes may be subject to additional charges based on the revised room requirements and type of rooms. Changes within the Change/Cancellation Deadline are subject to applicable Cancellation Penalty.

All changes are possible only if accepted by the supplier, and subject to the applicable fee, availability of inventory and/or supplier's willingness to effect the requested changes.

No changes to the booking are permitted once travel has commenced,

A change of the type of tour is considered a cancellation.

## Booking Changes & Cancellation (Other Terms)

Vacation packages are prepared months in advance. Occasionally, one of the advertised services or locations may be modified or may not be available. On such occasions after your booking is confirmed, we may have to make

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changes to the services that are part of the package. Most often this will be minor, however we may have to make a Major Change before you depart.

Major Change includes:

- change of destination.
- change of time of departure or return by more than 24 hours.
- change of the standard of the accommodation.
- increase in the cost of the vacation package of more than 7% (unless government imposed).
- change of route necessitating other identification or documentation when there is insufficient time to obtain these items before departure; and an error in our rates.

If we must make a Major Change, we will advise you and you may:

- Accept the change.
- Select one of our alternate vacation packages at the applicable price; or
- Cancel completely and obtain a full refund of the price you paid.

Sometimes the hotel you chose will not be available because of unexpected maintenance or overbooking. If this is the case, DMCi Inc. will provide a substitute hotel, of equal or greater standard. If DMCi Inc. is obliged to downgrade the accommodation, and you accept that offered change, DMCi Inc. will provide you with a partial refund. We reserve the right to change our published prices without notice and to pass on to you all government-imposed taxes, transportation fees and surcharges, including fuel and currency fluctuations.

DMCi Inc. may not be able to refund you in full for changes that are made for reasons of Force Majeure, namely war or threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, weather causing beach erosion, epidemics or health risks, technical or mechanical problems with transport, flight delays due to weather, government action, closed or congested airports or seaports, supplier insolvency and any events beyond our control.

**Travel Insurance is strongly recommended for all travelers.** - Travel Agents, must offer to sell clients Travel Insurance.- Should a client choose to decline the Travel Agent's offer to sell them Travel Insurance, a signed Liability Waiver, as required by the TICO, the Provincial Travel Regulatory Authorities of Ontario, Canada must be secured from the client and held on file. DMCi Inc. sells Travel Insurance to residents of Ontario who are Canadian citizens or landed immigrants (Permanent Residence Card Holders) only. Non-Canadians and non-residents of Ontario or international clients must purchase Travel Insurance in their respective province, state, or country of residence.

**What is the policy in case a client's flight gets cancelled or is delayed, or if they are unable to travel and join the tour for other reasons?** – DMCi Inc., our service providers, employees, contractors & sub-contractors etc. are responsible only for services booked through us. Therefore, your client's inability to travel or join the tour on time due any reasons including but not limited to delayed/cancelled flights, denied boarding, delayed/cancelled visas, refused admission into the country at the port of entry, health conditions, death in the family, etc. are not reasons for a refund or a substitution tour. If your client/s are unable to join the tour or fail to join the tour on time, no refund/substitution tour will be provided. DMCi is also not responsible for any disruptions caused by weather,

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traffic &/or road conditions, cancelled flights, etc. All such circumstances should be covered by their Travel Insurance.

**For More Information on this Tour Package, Operating Dates & Tariffs,**

Contact our Destination Specialist @

Email: [sales@dmci.ca](mailto:sales@dmci.ca)

Phone: +1 (416) 425 8001 extn 1

[www.dmci.ca](http://www.dmci.ca)