

## Terms and Conditions for booking onto the Churchill Polar Bear Adventure Day Tour

**Booking Conditions:** Your vacation is valuable, well earned, and attention made to these booking conditions now may alleviate potential misunderstandings in the future. By booking with us and paying the non-refundable deposit of \$500.00 CAD per person – you acknowledge that you have read, understood, and agree to the booking conditions, schedules, and tour itinerary. Acceptance of your booking will be confirmed to you in a tour confirmation email or letter. If you have any questions regarding these conditions or do not understand them, please let us know as soon as possible.

**Tour Price:** The tour price is listed in CAD dollars and is per person. Passport and Visa fees (where applicable), travel insurance, hotel in Winnipeg pre/post tour, transfers (if not staying at the tour hotel), gratuities, airport taxes and fees (where applicable), baggage charges (if available), extra meals/beverages, alcoholic beverages, medical expenses, and souvenirs are not included in the tour price.

**Cancellation by Heartland Travel:** Heartland Travel strives to put forth the advertised tour. In the circumstance where there is a situation beyond our control, Heartland Travel will not be held responsible if the tour gets cancelled. This includes: war or threat of war, terrorist activity, disease, industrial dispute, riot, civil strife, fire, strikes, natural disasters, industrial or nuclear disaster, and most importantly adverse weather conditions. **Travel insurance for this trip is strongly recommended.**

**Cancellation by you:** If you wish to cancel your tour booking, notification of cancellation must be made to Heartland Travel in writing and dated. Cancellations made more than 60 days prior to departure will result in the loss of complete deposit. Cancellations made between 60 days and 30 days from departure date will result in loss of 50% of payment made. Cancellations made between 30 days and the departure date will result in the loss of complete payment made. Depending on the reason for the cancellation, these charges may be recoverable under an insurance policy issued to you for this trip. If you do not pay the total booking cost of your tour, your booking may be terminated and you will lose your deposit. Additional Heartland Travel penalties may apply. No refunds may be made if you leave a trip for any reason after the trip has begun. No refunds will be made for any accommodations, transport, sightseeing, meals or services not utilized.

**Booking Amendments:** Amendments to your booking once finalized may incur additional charges. Please make sure you are booking the appropriate tour, date, and provide Heartland Travel with the appropriate information regarding your booking form.

**Changes to your Holiday:** You acknowledge that traveling with Heartland Travel requires a degree of flexibility, good humour, and an understanding that the itinerary, accommodation, and/or modes of transport may change even after a tour's commencement without prior notice due to local circumstances. Changes may occur because of bad weather conditions, weather, vehicle breakdowns, and changes in transport schedules or other circumstances beyond Heartland's control. Heartland Travel does not accept any responsibility for loss of enjoyment, delays or compensation resulting from circumstances beyond Heartland's control.

**Authority of the tour leader or locally guided trips:** At all times the decision of the tour leader or representative (where applicable) will be final on all matters likely to affect the safety and well-being of the trip. This includes any decision that the leader makes about your on-going participation in the trip or certain activities that compromise part of the trip. If you fail to comply with a decision made by a leader, or interfere with the well-being of the group, then the leader reserves the right to terminate this contract and order you to leave the tour immediately with no right of refund or other compensation.

**Travel Insurance: Insurance for this tour is strongly recommended.** Your insurance must cover liabilities arising from accidents, injury, illness or death and medical expenses. Your insurance should also cover you for an emergency medical evacuation by helicopter and/or air ambulance where applicable. Heartland Travel also recommends that it cover cancellation and interruption of your trip, loss of luggage, weather, damage to luggage and personal effects. Ask Heartland about insurance quotes which we can only sell insurance packages to residents of Manitoba. All other Canadians living in provinces outside of MB as well as US citizens are required to obtain insurance on their own. Links to obtain travel insurance for out of province residents can be found on our website.

**Health and Fitness:** It is your responsibility to tell Heartland Travel any pre-existing medical conditions regarding your health and fitness. This goes for special meals and diets as we may be able to accommodate your choice.

**Publicity:** Please note photos are taken on this trip where you may be captured in the image. Heartland Travel reserves the right to use these images on their website, social media, or in other promotional material.

**I have read the terms and conditions for booking onto this day tour.**

Print Names: \_\_\_\_\_

Signatures: \_\_\_\_\_ Date: \_\_\_\_\_