



3300 Bloor Street West  
West Tower, Suite 1801  
Toronto, ON M8X 2X2  
800.267.6425  
<http://www.schoolvoyageurs.com/>

Dear Parents/Guardians:

Dalewood Senior Elementary is offering students the opportunity to participate in an outstanding 4-day/3-night tour of Ottawa. The tour has been prepared for us by School Voyageurs, a full service, TICO registered tour operator specializing in student group travel.

**Features of this all-inclusive tour are:**

<b>TRAVEL DATES:</b>	Tuesday, February 16, 2010 to Friday, February 19, 2010
<b>ACCOMMODATION:</b>	Quality Hotel on Rideau
<b>TRANSPORTATION:</b>	Modern motor coach
<b>TOUR LEADER:</b>	2 English Speaking Tour Leaders
<b>NIGHT SUPERVISION:</b>	Night Security on duty
<b>MEALS:</b>	3 Full Breakfasts, 3 Dinners
<b>ACTIVITIES:</b> (subject to availability)	Guided Grand Tour at the Canadian War Museum, Guided Tour at Diefenbunker: Canada's Cold War Museum, Guided Tour at the Canadian Museum of Civilization, Guided Tour at the Supreme Court of Canada, Guided Tour of the Interior of Rideau Hall, Historic Walking Tour of Ottawa, Ice Skating on the Rideau Canal, IMAX at the Canadian Museum of Civilization, Ottawa Adventure...Amplified!, Parliament Hill Centre Block Tour, Snowshoeing in Gatineau Park, Sussex Drive Coach Tour, Tubing at Domaine L'Ange-Gardien and Winterlude's Snowflake Kingdom

**Price of the tour is based on 100 paying passengers \$490.00**

**Optional Insurance:**

Travel Guard Insurance Platinum Package <i>Including school board ruling to cancel for any reason</i>	\$45.00
Medical Only	\$20.00

Cancellation insurance is optional but highly recommended. Please refer to the attached insurance document for coverage highlights. If you are declining this protection, please understand that you will be subject to our cancellation policies outlined in our terms and conditions on the reverse side of this document. The insurance premium is non-refundable. Please refer to the insurance information on our website for additional details.

**Payment Schedule:**

Deposit due November 3, 2009	\$100.00 + insurance
Interim due December 3, 2009	\$200.00
Final due January 4, 2010	\$190.00

**Registration Option:**

**Easy Online Registration** - Please go to <http://www.schoolvoyageurs.com/> and complete the online registration process. The booking ID for your tour is **906-77457**. You will receive a personal reservation number.

**Payment Option:**

**Pay By Credit Card** - Pay online

If you have any questions about the tour, you may call **School Voyageurs** at **1.800.267.6425** or visit <http://www.schoolvoyageurs.com/> and view your personal tour centre using booking ID 906-77457.

Thank you.

## CONDITIONS AND EXCLUSIONS FORMING PART OF THE CONTRACT OF RESERVATION

Impact Educational Tours, School Voyageurs, and Young Explorers, divisions of Educatours, Ltd., and its representative(s) (hereinafter "Educatours") is acting solely as agent for the suppliers who provide all accommodations and all transportation and other services for the Trip (hereinafter the "Suppliers"). Booking a Trip with Educatours involves an agreement between the signor of this reservation form (hereinafter the "Passenger") and where the Passenger is under the age of 18, the agreement includes the custodial parent or legal guardian who signs this reservation form, and the Suppliers. The Suppliers are independent parties, over which Educatours exercises no control. The travel services and other services provided are subject to the conditions imposed by the Suppliers and their liability is limited to tariffs, condition of carriage, tickets and vouchers and international conventions and agreements. The passenger acknowledges and agrees that Educatours is not in any way liable for personal injury, property damage, inconvenience, loss of time, or loss arising out of the act, omission, or negligence of any direct air carrier, motor coach company, hotel or any other Suppliers in conjunction with the Trip. Furthermore, the Passenger acknowledges and agrees that Educatours is not in any way responsible for any injury, damage, or loss due to reason of theft, accident, mechanical breakdown, government action, weather, failure to make timely payments, or any other reason beyond the control of any Suppliers in conjunction with the Trip. When booking the Trip with Educatours, the Passenger acknowledges and understands that the Trip and its related activities are ORGANIZATION SPONSORED (i.e. organized and sponsored through a school or club) and as a result decisions regarding, but not limited to, tour itineraries, participants, accommodations, meals, roommates, and costs will be made by the sponsoring organization or its representative (hereinafter the "Trip Planner") on the passengers' behalf. Educatours STAFF ARE NOT CHAPERONES. The permission and signature of a custodial parent/legal guardian is required if the Passenger is under 18 years of age.

**DOCUMENTATION:** In the event that the Passenger does not obtain the required documents, the Passenger will be denied boarding by the carrier or refused entry into the country of destination. No refunds will be made should boarding or entry be denied because of insufficient or lost documents. In such an event, any cost associated with an early return home, or to the original departure point, will be the Passenger's expense.

**NOTICE TO PASSENGERS:** Passengers should be aware that different living standards and practices, and different standards and conditions with respect to the provision of utilities, services and accommodations may exist outside of Ontario.

**ROOM OCCUPANCY POLICY:** It is the responsibility of the Trip Planner to fill each room to maximum occupancy based on price. If a cancellation by one or more Passengers changes the occupancy of an assigned room, leaving rooms filled below maximum occupancy, it is the Trip Planner's responsibility to reassign rooms to maximum occupancy. Rooms may consist of any combination of the following, based on occupancy: one king size bed, one queen size bed, one double size bed, two double size beds, a pull-out couch, a rollaway bed, single bed or an air mattress. In accommodations other than hotels (i.e. university or college residences, international youth hostels, camps, pensions) there may be shared washroom and/or shower facilities.

**PRICE INCREASES:** The prices advertised are based on fixed costs at the time of printing the brochures. These costs are dependent on fuel costs, rates of exchange, and other factors. Should these costs increase, Educatours reserves the right to increase the price. Should the price increase be greater than 7%, the consumer has the right to cancel the contract for the travel service and obtain a full refund of all amounts paid to Educatours, unless the price increase is the result of government taxation or a fuel surcharge allowed by the Canadian Transportation Agency. Every effort will be made to advise you of any price increase at least 15 days before your Trip departure.

**DAMAGE:** Passengers in each room are responsible for damages in their respective rooms as well as any unpaid room service bills. Passengers on each motor coach are responsible for any damage to that motor coach. Common area damage will be paid for by the entire tour group unless damage is associated to specific passengers. Common areas are defined as hallways, stairwells, elevators, lobbies etc. Accommodations can also hold the group responsible for the cost of excessive cleaning to the property.

**CONDUCT LETTER:** You may be required to sign a conduct letter before leaving for your destination. This will outline what our Suppliers, the sponsoring organization (i.e. school or club), and Educatours expect from you when travelling with us. They are common sense rules, but some individuals need more guidance than others. Misconduct could result in being evicted from the Trip. Passengers who are evicted from the Trip in any way and for any reason are responsible for any associated costs and arrangements to return home. Educatours and the sponsoring organization reserve the right to decline or evict any Passenger from participating on the Trip at any time either before or during the Trip and for any cause. A Passenger who is declined or evicted from the Trip will not receive a refund and will be responsible for all arrangements and costs of returning home.

**INSURANCE:** Educatours strongly recommends the purchase of Travel Guard Insurance. Travel Guard Insurance is non-refundable and non-transferable. Passengers must indicate if they wish to purchase or decline insurance on the registration form. If no indication is made this means insurance has been declined. If the Passenger chooses to decline the insurance package, they will be subject to the cancellation policies. Educatours will not be responsible for any denied claims by Travel Guard. Eligible expenses may include: cancellation charges prior to departure, trip interruption, excess hospital/medical, baggage, personal effects, out-of-pocket expense, return of vehicle, family transportation benefit, death after departure, and accidental benefits. This form is not an insurance policy. The policy, terms, conditions and restrictions are set out in the insurance certificate. All claims must be submitted in writing. Claims for reasons that are covered under the Travel Guard Policy must be made through Travel Guard. Your reservation and insurance policy do not commence until your Reservation Form is received and accepted in our office at 3300 Bloor St. W, West Tower, Suite 1801, Toronto, Ontario, M8X 2X2.

**CANCELLATION POLICY:** Deposits are non-refundable and non-transferable. The amount of the deposit varies based on trip destination. All payment up to the full cost of the trip are non-refundable and non-transferable between 60 days and the date of departure. Special event tickets, including, but not limited to, sporting and theatre events, are non-refundable at any time.

**UNCLAIMED LUGGAGE:** Any lost or unclaimed articles that have been turned over to Educatours will be held by Educatours for 14 days from end of Tour date. After the 14-day period, any articles remaining unclaimed will be donated to Charity. Any expense in returning lost or forgotten items is solely at the expense of the Passenger.

**TRIP CANCELLATION BY Educatours:** Educatours and the sponsoring organization (i.e. school or club) reserve the right to cancel any Trip in its sole discretion. In the event that a Trip is cancelled by Educatours, Educatours shall have no responsibility beyond the refund of all monies paid by the Passenger, which shall be deemed to constitute full settlement. Educatours cannot guarantee weather conditions nor can Educatours be responsible for any shut down, whether wholly or partially of the operations of any services in connection with the Trip whether they be caused by weather or for any reason or cause, and Educatours hereby expressly reserves the right to change the Trip destination if deemed necessary by Educatours, with or without prior notice to the Passenger.

**PRIVACY:** Any pictures, video, or promotional footage taken by Educatours or other parties working with Educatours, while on The Trip, which may include Passengers, will be the property of Educatours and can be used or disclosed and the Passenger consents to the use and disclosure for future promotional material and as part of the Online Tour Centre. The Passenger also consents to the use and disclosure of any of the personal information collected regarding the Passenger (except for payment information) to enable Educatours or any of its promotional partners to inform the passenger of events and promotions.

**COMPLAINTS:** If the Passenger has a problem with the services provided on or in connection with the Trip at the destination, the Passenger will contact Educatours who will do its best to correct the problem. If the problem cannot be resolved at the destination, the Passenger may send a written complaint to Educatours within 14 days of the Passenger's return from the Trip. Any complaints received after 14 days will be returned to the Passenger without consideration.

**CHANGES IN ACCOMMODATION:** Every effort will be made to ensure that the accommodation included in the prices of the Trip will be provided as advertised. Educatours reserves the right to substitute accommodation for equal or better accommodations. Since Educatours does not control the management of hotels and resorts, Educatours cannot be responsible if some of the services described cease to be available or are not working.

**CONSTRUCTION OR RENOVATION:** The Passenger acknowledges that the hotel or other accommodation selected and confirmed by Educatours for the Trip may be undergoing construction or renovations during the Passengers Trip. The Passenger agrees that he/she shall not be entitled to any refund or discount due to any such condition.

**Educatours RESPONSIBILITIES:** Once travel has commenced, Educatours cannot assume responsibility for any refunds, losses, costs or expenses arising out of injury, accident or death, loss of or damage to or delay in connection with baggage or other property, delay inconvenience, upset, disappointment, stress, frustration or loss of enjoyment or loss of holiday time resulting from: a) the act of fault or omission by any party; b) mechanical breakdown, government action, war, terrorism, revolution, elements of nature or acts of God, weather, strike, public health quarantine or any other action beyond Educatours' control; c) the Passenger's failure to provide documentation necessary for the journey and return to Country of Origin; d) being denied access to aircraft due to contravening the airline's conditions of carriage; e) being held by Government direction or security or law enforcement agency; f) the Passenger's missing connections or failing to follow the directions of Educatours or its representatives; g) the need for Educatours to change itineraries or substitute accommodation or hotels or services provided that every effort is made to supply the most comparable services and accommodations available. No refund is allowed for any unused tour or air service.

**RELEASE AND INDEMNITY:** In consideration of Educatours' acceptance of this Reservation Form for this Trip and any activity associated therewith, the Passenger (and in the case of a Passenger who is under the age of 18, also the Passenger's custodial parent or legal guardian) releases and forever discharges Educatours, its officers, directors, employees, successors, assigns, agents, and Suppliers from any and against all claims, costs, expenses and demands in respect to death, injury, loss or damage to his/her person or property wheresoever and howsoever caused, arising out of or in connection with the Trip or any activity associated therewith notwithstanding that the same may have been contributed to or occasioned by any act or failure to act, including without limitation, negligence of Educatours and any one or more of its officers, directors, employees, successors, assigns, agents, and Suppliers. And for the same consideration, the Passenger (and in the case of a Passenger who is under the age of 18, also the Passenger's custodial parent or legal guardian) indemnifies and saves harmless Educatours, its officers, directors, employees, successors, assigns, agents, and Suppliers from any and all claims, costs, expenses and demands in respect to death, injury, loss or damage to his/her person or property wheresoever and howsoever caused, arising out of or in connection with the Trip or any activity associated therewith. The Passenger (and in the case of a Passenger who is under the age of 18, also the Passenger's custodial parent or legal guardian) further agrees that this release and indemnity shall bind his/her personal representatives, heirs, executors, administrators, and assigns.

**INTERPRETATION:** This contract regardless of where it is performed shall be interpreted in accordance with the laws of the Province of Ontario, Canada. If there is a dispute, the Passenger (and in the case of a Passenger who is under the age of 18, also the Passenger's custodial parent or legal guardian) and Educatours agree that any legal proceedings must be commenced and conducted in the City of Toronto, Canada. In the event that any covenant, provision or term of this contract should at any time be held by any competent Court or other tribunal to be void or unenforceable, then this contract for reservation shall not fail, but the covenant, provision or term shall be deemed to be severable from the remainder of this contract, which will remain and continue in full force and effect. Any oral or written assurance or statement that differs from the terms or conditions not expressly approved in writing by Educatours head office at 3300 Bloor St. W, West Tower, Suite 1801, Toronto, Ontario, M8X 2X2, is not the responsibility of Educatours and does not form part of this contract. The provisions contained herein constitute the entire contract between Educatours and the Passenger (and in the case of a Passenger who is under the age of 18, also the Passenger's custodial parent or legal guardian). The Passenger (and in the case of a Passenger who is under the age of 18, also the Passenger's custodial parent or legal guardian) hereby acknowledges having read the contract or been given a reasonable opportunity to read and understand this contract.

Educatours, 3300 Bloor St. W, West Tower, Suite 1801, Toronto, Ontario, M8X 2X2  
TICO Registration #2422707/2267878

# Travel Guard Platinum Package Travel Insurance

## Parents, Why Buy Insurance?

The Travel Industry Council of Ontario (TICO) strongly recommends that every passenger purchase travel insurance prior to departure as protection against unforeseen and costly events.

### Why Buy Travel Guard Insurance?

*...because it offers REIMBURSEMENT\* for*

**Trip Cancellation** due to the **School Board's decision to cancel the tour for any reason\*** including the Board's determination that there is a risk to students that are travelling

**Trip Cancellation** due to **illness** of the passenger or any immediate family member prior to departure

**Trip Cancellation** due to a **death in the family**

**Trip Interruption** due to illness of the passenger or any immediate family member during the trip

**Emergency Medical Insurance** while on tour

**24 hour Emergency Medical Assistance**

**Baggage and Personal Effects** Insurance – including baggage delay

**Bag Trak** – the industry's best service for locating bags

The above is only a brief outline of the benefits. Please consult the Travel Insurance Policy for full coverage details as some exclusions may apply. The Policy can be found on any of the following websites:

[www.impacttours.com](http://www.impacttours.com) or [www.schoolvoyageurs.com](http://www.schoolvoyageurs.com) or [www.youngexplorers.ca](http://www.youngexplorers.ca)

#### **Coverage/Reimbursement:**

If you must cancel your trip due to a covered risk under the Platinum Package (please refer to the policy) you will be reimbursed for **100%** of the non-refundable pre-paid costs. \*Cancel for Any Reason applies only to the School Board's decision to cancel the trip for any reason, it does not apply to individuals. If the School Board cancels the tour for any reason you will be reimbursed **75%** of the non-refundable pre-paid costs.

**Standard Cancellation Penalties** will apply **if you do not purchase** the insurance. Please refer to our Terms and Conditions on the back of the Parent Letter.