

TOUR RESERVATION FORM

Tour Name _____
Tour Code _____
Travel Period _____
Departure City _____
No. of Room _____ Twin _____ Double _____
_____ Single _____ Triple _____

Travel Agent Information

Agency _____
Consultant _____
Phone _____ Fax _____
Agent Email _____
Address _____
Postal Code _____

Passenger Information (Please print in CAPITAL letters) *Names shown on this booking form are used for ticketing purposes; therefore, names must appear exactly the same as passports. It is passengers/consultants' responsibility to verify the spelling of names and other information. Any errors in names will result airline penalties that are at passengers' own expense.

Passenger 1 (as per passport)

Title _____ Family Name _____
First/Middle Name _____
Nationality _____ Birth Date _____
Passport No. _____ Expiry Date _____

Passenger 2 (as per passport)

Title _____ Family Name _____
First/Middle Name _____
Nationality _____ Birth Date _____
Passport No. _____ Expiry Date _____

Passenger 3 (as per passport)

Title _____ Family Name _____
First/Middle Name _____
Nationality _____ Birth Date _____
Passport No. _____ Expiry Date _____

Passenger 4 (as per passport)

Title _____ Family Name _____
First/Middle Name _____
Nationality _____ Birth Date _____
Passport No. _____ Expiry Date _____

Special Request: _____

Passenger Contact Information

 *Please use separate booking forms for passengers who reside at different addresses.

Phone _____ Email _____
Address _____ Postal Code _____

Emergency Contact Person

Name _____ Phone _____ Relationship _____

Optional Programs: _____

Cost

Passenger 1 Tour \$ _____ + Tax \$ _____ + Gratuities \$ _____ + Visa \$ _____ + Others \$ _____ = Total \$ _____

Passenger 2 Tour \$ _____ + Tax \$ _____ + Gratuities \$ _____ + Visa \$ _____ + Others \$ _____ = Total \$ _____

Passenger 3 Tour \$ _____ + Tax \$ _____ + Gratuities \$ _____ + Visa \$ _____ + Others \$ _____ = Total \$ _____

Passenger 4 Tour \$ _____ + Tax \$ _____ + Gratuities \$ _____ + Visa \$ _____ + Others \$ _____ = Total \$ _____

Total Cost for All Passengers \$ _____

Signature: _____ **Date:** _____

*By providing the signature, you have read, understood and agreed to abide by the terms, conditions and responsibilities.

*Please fill in all the required information, provide your signature and return the form with the PASSPORT COPY.

Travel Insurance:

We strongly recommended you purchase travel insurance for your better protection. You may buy the travel insurance any time before your departure. Please talk with your travel agent for the details or visit www.travelinsurance.ca for more detail.

- Yes. I have bought travel insurance through Nexus Holidays.
 No. I'll take the responsibility of arranging my travel insurance by myself.

Credit Card Payment Information

 *Please use separate booking forms if passengers wish to use more than one credit card.

Card Holder Name _____ Credit Card Type Visa Master American Express
Card No. _____ Expiration _____ Security Code _____

I, _____ (print) authorize Nexus Holidays Toronto Inc. to charge the total cost of this reservation according to the payment schedule listed in the booking conditions.

Signature: _____ **Date:** _____

BOOKING CONDITIONS

It is important that you read and understand the following conditions before making your booking.

Reservation & Deposit

Please complete and forward the Booking Form accompanied by a non-refundable deposit of \$300 per person and a copy of your passport to Nexus Holidays or your Travel Agent at the time of booking. Certain tours and arrangements will require a higher deposit. The exact amount will be advised at the time of booking. Nexus Holidays reserves the right to correct any errors in rates quoted or calculated, or any omissions made at any time during your booking. Any verbal quote given is an indication only of the final price and is subject to confirmation in writing.

Receipt of Deposit

Receipt of a deposit will be taken as an understanding by Nexus Holidays that the customer has read and agreed to be bound by the terms and conditions.

Balance of Payment

The final balance of the travel arrangements is due at Nexus Holidays no later than 60 days prior to the chosen tour departure date. Certain tours and arrangements will require an early balance due date. Available methods of payment are credit card, cheque, cash, direct deposit or money transfer. A 3% surcharge applies for certain tours if pay by credit card. Balance due date and methods of payment will be advised at the time of booking. Clients will be responsible for extra payment due to the failure of paying the final balance on time.

Air-inclusive Package Payment

In addition to paying the deposit amount, for air-inclusive packages, additional payment may be required for international flights before the final balance due date. Full air payment is required at the time of issuing the flight tickets. Any cancellation or changes to the flight schedule will result in airline penalties at your own expense.

Fees & Charges

All air-inclusive prices are based on group travel and any deviation from the set itinerary may incur additional airline ticket costs (Breakaway Fee). Arrangements such as transfers, accommodation, etc., outside the set group arrangements/dates are at an additional cost and are not covered by the Breakaway Fee.

Airline Fuel Levy Surcharge

Since 2004 all airlines have been charging a fuel levy surcharge, on top of the normal airline ticket price, in order to cover the increased cost of aviation fuel. As fuel prices may fluctuate, so too will the amount the airlines charge for this levy. This amount will be advised to you at the time of your booking and is subject to change until your flight ticket is issued.

Amendment & Booking Fees

If you vary your booking, other than by transferring your tour package, tour departure date or name transfers, an amendment fee of \$50.00 applies. Amendments made within 60 days or less before the tour date of departure will incur heavy penalties.

Transferring between tours (61 days or more) incurs a \$100 per person administration fee. Transfer fees must be paid at the time of change.

Transferring between tours within 60 days or less of the tour departure date will be regarded as a cancellation.

Reissue of airline tickets - from \$300 per person (other fees may apply).

Once a booking is confirmed, name transfers are not permitted as this will be regarded as a cancellation.

Cancellation by Customer

All cancellations must be made in writing to Nexus Holidays and will be subject to the following cancellation charges from the date the written cancellation is received:

1. More than 60 days prior to departure; loss of deposit plus any administration fees (visa, airline cancellation fees and any applicable amendment fees).
2. Between 59-46 days prior to departure; 35% of land tour cost plus any administration fees (visa, airline cancellation fees and any applicable amendment fees).
3. Between 45-31 days prior to departure; 50% of land tour cost plus any administration fees (visa, airline cancellation fees and any applicable amendment fees).
4. Between 30-16 days prior to departure; 75% of land tour cost plus any administration fees (visa, airline cancellation fees and any applicable amendment fees).
5. 15 days or less prior to departure; 100% of total tour cost.

The land tour cost can be found in the brochure/on the

website. Regrettably cancellation charges and fees cannot be waived. There can be no exceptions. No refund will be made for any unused portions of the holiday after the departure date.

Please note that employees of any overseas company or staff of Nexus Holidays outside Canada are not authorized to give any guarantees or agreements to customers in respect of refunds or any other matters.

Cancellation by Nexus Holidays

Nexus Holidays reserves the right to cancel or vary a tour prior to departure due to insufficient numbers. In such an event alternative guaranteed travel dates will be offered. Should these options not be acceptable Nexus Holidays will refund the full price paid, less visa cost. If a tour is cancelled due to unforeseeable circumstances such as, but not restricted to, severe weather conditions or force majeure, Nexus Holidays will refund all monies except visa cost and any cancellation fees levied by airlines and other third parties. Unforeseeable circumstances such as force majeure, adverse weather, flight rescheduling, hotel overbooking and faults with transportation or road conditions may also have an effect on the tour itinerary after the commencement date. Any decision made in respect of tour services by independent operators to re-route or amend the itinerary due to any of the above or similar circumstances is at the discretion of the tour service provider and Nexus Holidays shall not be liable for any claim arising from such events.

Refusal of Carriage

Nexus Holidays retains the right to remove customers from our group for reasons that impact on the enjoyment or safety of other tour members, such as, but not limited to, the physical, medical or mental inability of customers to undertake the arrangements of the tour, unsocial or unruly behavior, or the carriage of prohibited substances and materials.

Hotel Descriptions, Maps & Pictures

Any hotel descriptions are based on current hotel guides provided by suppliers and contractual agreements. Any facilities described are subject to change at any time. Maps and photographs are included for general information only and may not necessarily reflect actual routings, location or services. Nexus Holidays has made reasonable enquiries to verify that the descriptions and details are accurate but does not warrant that they are.

Travel Insurance

Nexus Holidays strongly recommends that all customers be adequately covered by insurance for the duration of their travel arrangements. Nexus Holidays cannot be made liable for any cost incurred by the customer on any tour if not adequately insured.

Health Requirements

All customers must possess physical and mental fitness well enough to travel and are required to familiarize themselves with any health requirements specific to the countries being visited. Customers with a pre-existing medical condition that affects their fitness to travel, or any medical/dietary requirements must advise Nexus Holidays when booking their tour and may be required to provide written confirmation from their doctor that they are fit to travel. All customers should visit their doctor to confirm that they are physically able to undertake the day-to-day requirements of the tour. Should any ailments either exist at the time of booking, or arise before their departure from Canada, the customer must inform Nexus Holidays of these in writing.

Baggage

The standard check-in baggage allowance for most airlines is limited to one piece and must not exceed 20 KG and carry-on baggage is limited to one piece and must not exceed 7 KG. Baggage allowance is subject to airline policies.

Travel Documents

A passport with a minimum of six months validity is required for customers travelling to all countries in our programme. Non-Canadian passport holders will incur additional fees. Visa costs are not included in tour packages unless otherwise explicitly stated. If passports are not received by Nexus Holidays 60 days prior to departure, at the specified time the customer may be required to pay an urgent visa processing fee. Responsibility for documentation accuracy, passport validity and dispatch of documents rests with the customer. Nexus Holidays accepts no responsibility for any failure in this

respect. Nexus Holidays does not issue foreign visas. We only submit passports and application forms for visas to be issued by the relevant authorities. Nexus Holidays cannot guarantee that any visa will be issued by the relevant authority and accepts no responsibility if a visa application is refused. Any cancellation fees or other expenses incurred by the customer due to the refusal of a visa will be entirely the customer's liability.

Solo Travellers

If travelling alone a single supplement surcharge will apply. Single supplement fees are also applicable for any rail or cruise components and cannot be waived.

Tipping

Tipping is a firm and expected element in the tourism industry today. Tipping can be pre-paid in Canadian dollars prior to your departure date. The amount payable for each tour is shown in the tour descriptions and Nexus Holidays will advise the exact amount required per person at the time of booking. Tipping amounts are based on the tour itinerary and length and are subject to change.

Shopping

Nexus Holidays and its employees are not qualified nor permitted to ensure or guarantee the quality or value of any goods purchased or the suitability of any retail outlets visited. In all cases the purchasing of goods and the use of a credit card for those transactions is entirely at the customer's own risk and at all times the customer must use their own discretion.

Responsibility

Nexus Holidays acts as a co-ordinator for all persons taking these tours in the making of all arrangements for transportation, sightseeing and hotel accommodation. Nexus Holidays does not own, manage, control or operate any transportation vehicle, any hotel or restaurant or any other supplier of services. All coupons, receipts and tickets are issued subject to the terms and conditions specified by the supplier and all services are subject to the laws of the country where the services are provided. Nexus Holidays acts only as an agent for the owners, contractors and suppliers provided and assumes no responsibility for the loss or damage to baggage or property or for any injury, illness or death or for any damages or claims whatsoever caused arising directly or indirectly from accidents, loss or damage to person or property, delays, transport failure, strikes, wars and uprisings or acts of God etc. over which Nexus Holidays has no control.

Procedures for Lodging Complaints or Claims

At Nexus Holidays, we are committed to ensuring that we deal with complaints effectively and efficiently. Should the customer not be satisfied with any aspect of their arrangements they must immediately inform the National Escort or local guide who will endeavour to resolve the issue at the time. If this is not possible and you wish to lodge a complaint or claim this must be done in writing to Nexus Holidays in Canada within 30 days of the date of the completion of your Nexus Holidays arrangements. Relevant receipts and substantiating evidence must be attached to the letter of claim.

Addresses

By providing email and postal addresses on the Reservation Form, you have agreed to receive correspondence from Nexus Holidays which may contain marketing, specials and promotional material.

Brochure Validity

Tour itineraries and prices in the brochure/on the website are accurate at the time of publishing and prices are based on exchange rates as of December of the previous year. Once a customer has paid in full, the price of the tour is guaranteed, subject to any tax changes or levies imposed by any government or their agencies or any airline. The prices for tours in the following year are subject to change without notice. Nexus Holidays reserves the right to make alterations to itineraries, departure dates and prices due to circumstances beyond their control.

Agent Responsibilities

It is the travel agents' responsibility to ensure that all invoice and itinerary details and documentation issued by Nexus Holidays are correct and that the customer is aware of amendment and cancellation conditions and other clauses in the Booking Conditions.