



Please read our company terms and conditions of your vacation contract.

We are honor to be your travel agency to arrange your vacation. Please make sure you fully understand all the terms and conditions, and all terms, also our policies and procedures as below:-

1. **Passport and visas:** a Canadian passport with over 6 month validity, and with at least 2 blank visa pages. Our customers will be responsible for any extra fees or the forfeit of the tour payment, because of travel document problems. All entry visa fees or entry permit fee will be our customers' own expense. Please leave sufficient time for visitor visa application. Additional fee may be incurred or loss of deposit or cancellation penalty due to travel document issues. Please check our Canada web site for the latest visa requirement: www.voyage.gc.ca
2. **Tour or package rate:** all prices will be charged in Canadian dollars, unless indicated in other currencies in the tour flyer. And the rates are twin or triple sharing basis, single room will be subject to extra fee. All prices in the flyers are subject to change without prior notice.
3. **Taxes, fuel surcharge and service fees:** all tours and packages are subject to air fare taxes, fuel surcharge, hotel taxes, government taxes, resort fees will be indicated as taxes in the tour flyer. All taxes in the flyers are subject to change without prior notice. Our customers are subject to pay extra taxes in final payment if there is a change.
4. **Hotel accommodation:** the hotel listed in the flyer will be used unless beyond our control, we will use similar hotel grade or most of the time we will upgrade to a better one.
5. **Air transportation:** air fares will be subject to the lowest economy class fare, extra charge will be requirement when the lowest booking class is gone. Campbell Travel has no liability for any flight schedule changes, flight cancellation due to unseen circumstances for alternative arrangement. Our customers must follow all the fare rules accordingly from different airline carriers, like baggage allowance, seat selection fees, cancellation penalties, change fees, or like fare difference at final payment if there is a change.
6. **Tour itinerary:** Campbell Travel will stick on the tour itinerary as indicated, and Campbell Travel reserves the right to change or substitute tour itinerary when unforeseen circumstances occurred. Tour itinerary may include or may not include air fare. If joining land portion only, please make your own arrangement to meet up the group either at airport on arrival, and back to airport on the last day of the tour.
7. **Tour operation:** all tour with tour escort when the group size reaches 20 people. A local professional tour guide, either Cantonese, or Chinese or English speaking will be in the tour. Air conditioning tour bus, with professional driver, can be 7 seaters and up to 55 seaters will be serving in every tour. When the group size is 10 to 15, only local tour guide will be in the tour. When group size is less than 12, driver guide will be arranged. When the group size is 8-9 people or less, extra fee will be collected to run the tour.
8. **Meals:** meals will be indicated in our tour itinerary. B = Breakfast, L = Lunch, D = Dinner. In our tour, local food and local specialty restaurants will be arranged accordingly. Most of the meals with drinks included, or otherwise our customers will be alerted in advance.

9. **Baggage:** One piece of check in baggage and one piece of hand carry baggage will be allowed free in the tour, extra baggage will be subject to fee.
10. **Payment:** nonrefundable deposit of CA\$800 to CA\$1000 will be collected to reserve space to join the tour with a copy of your passport, your contact address, phone contact and email address. Balance payment is due on the 45th day to departure. Credit card payment will be accepted for deposit payment. Balance payment will be by check or money order or bank draft. When balance payment needed to be by credit card, 5% service fee will be charged. At the time when deposit was paid, travel insurance with trip cancellation and interruption is highly recommended. Campbell Travel reserves the right to adjust the price of the tour at any time.
11. **Cancellation of the Tour:** Campbell Travel reserves the right to cancel our tour due to unseen circumstances.
12. **Cancellation policy:** when you decide to cancel your tour, please read carefully of the following rule. Cancellation before 45 days – loss of deposit; cancellation within 30 to 45days – loss of 30% of the tour fee; cancellation within 15 to 29 days – loss of 50% of the tour fee; cancellation within 14 days – nonrefundable of 100% tour fee.
13. **All inclusive travel insurance:** to travel in peace of mind, the arrangement of travel insurance at time of deposit payment is highly recommended in order to protect any loss. Cancel for any reasons travel insurance is one of the best travel insurance protection you may consider.
14. **Any changes:** Changes to your confirmed tour booking will involve change fee. Our customers will be responsible for all change fees and handling fee.
15. **Refund:** All claims must be through emails or in writing. Please check the cancellation policy for the amount you may get back. The refund process takes at least 3 weeks to 8 weeks.
16. **Our responsibility:** Campbell Travel will try the best to be accurate as what we advertise in our flyer. But the occasional error or change might occur. For any changes we made, we hope to give you the latest updates well in advance. Please be aware that each country will be particular on its own features, which may or may not be appealing to you like weather, food, water, custom, might be different in living standard, as well cultural difference. Our goal is to lead you to experience the fun of travelling in difference countries. Campbell Travel assume that you will accept and understand the all these cultural difference and all the particularities and inconveniences.
17. **Liabilities:** Campbell Travel is not liable for any injury, damage, loss, accident, delay, theft, or irregularity, or through the act or default of any company or person engaged in conveying our customers, or any unexpected, uncontrolled situation which might be occurred in the tour. Campbell Travel is not liable for any extra expense in the tour due to bad weather, transportation strikes, or any strikes involved in the tour, volcano eruption or natural disasters, quarantine or other causes or act of God. Your reservation for any tours, any free and easy packages, any cruises that you have read, understood, and agreed to each and all of the above conditions and limits on responsibility.