Note: Included flights are outlined in each itinerary page price panel. Guests travelling on any flights must provide their full name (as appears on passport), date of birth and gender. Incomplete or inaccurate information may result in additional charges payable directly to the airline or in a worst-case scenario, be denied boarding.

Level 1: Cancellation fees are the minimum cancellation fee charged and is used unless the trip is described as Level 2.

Level 2: These trips are listed here but are generally trips which include cruise/ferry, train or intra-trip flight elements.
2 ‣ your guided holiday booking

Compulsory Insurance
All guests must have travel insurance with medical, evacuation and repatriation cover covering all applicable dates of travel with CostSaver. This insurance must cover trip interruption, personal injury, medical expenses and repatriation cover including during pandemic events.

The availability of travel insurance and extent of cover is constantly changing. Please see our website costsva.co.uk for most up to date information or talk to your reservation agent.

COVID-19
An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the WHO senior citizens and guests with underlying medical conditions are especially vulnerable.

We ask that you please take personal responsibility for your well-being. This begins with packing any personal protective equipment and sanitizers you require. Please adopt physical distancing and hygiene practices throughout your pre-trip travel arrangements and follow all health instruction whether physical or requests from our professional staff, once you are vacations with us. To travel with CostSaver, you voluntarily assume all risks related to exposure to COVID-19.

Full details of hygiene protocols can be found at https://www.costsva.co.uk/travel-wellbeing.

Oberammergau and Passion Play
All Oberammergau inclusive vacation prices are subject to change including, but not limited to, hotels, meals, sightseeing inclusions, itineraries, transfers and transportation.

No Book Early savings or any other discounts are available on the Oberammergau portion of the trip.

Deposit protection guarantee is not available on trips including Oberammergau.

Trafalgar has secured hotel accommodations either in Oberammergau or close by in picturesque villages of the Bavarian Alps. Please note that single and triple rooms are not available for the Oberammergau stay. Single travellers and triple share guests will be matched and accommodated in a double room with a fellow solo Trafalgar traveler (of the same gender) for the duration of the stay.

All services in Oberammergau are provided by a local agent, and hotel details will be advised by the Travel Director during the trip.

Note
Where Oberammergau specific terms and conditions conflict with those for vacations including Oberammergau, the specific Oberammergau terms and conditions shall prevail.

what's included in the guided holiday price

air transportation
Not included unless otherwise outlined in each itinerary page panel. Please be advised that due to transportation security, airlines will collect the necessary required information from guests. For more information please visit catsa-acsta.gc.ca/en.

Please be advised that as per the IATA 830d Resolution — in effect as of June 01, 2019, passengers are required to provide their contact information (email address and/or mobile phone number). This information is required in case the airlines need to contact the passengers (e.g. for flight scheduled changes, disruptions, baggage delay etc).

Be advised that due to transportation security, Airlines will collect the necessary required information from guests. For more information please visit catsa-acsta.gc.ca/en.

guided vacation
By air-conditioned luxury motorcoaches, minibus or 4x4 vehicles, trains, ferries and intra-trip flights including light aircraft, as described in the respective itinerary. Please note on regional vacations, transfers and sightseeing trips smaller motorcoaches without toilet facilities may be used. If, due to contractual agreements, our control, motorcoaches are used other than as advertised, a refund of $10 per person will be made.

Toilets may be affected by higher altitude or extreme weather conditions such as freezing temperatures and for the comfort of those on board the motorcoach the toilets may have to be closed. In these circumstances, additional rest breaks will be incorporated into the itinerary.

hotel accommodations
Prices are per person, based on two persons sharing a room with private bath or shower. Triple rooms may be available on selected vacations in limited numbers. These rooms are limited to rollaway beds and triple share guests may find these rooms small. This information is required in case the airlines need to contact the passengers (e.g. for flight scheduled changes, disruptions, baggage delay etc).

Every effort has been made to reserve two-bed rooms; however, on some occasions, rooms with one double bed may be the only option available. These rooms will be allocated to single travellers and couples first; other rooms may feature a single bed and rollaway bed, Murphy bed or sleeper sofa. A limited number of twin rooms are available with our shared rooming service on certain trips. CostSaver shall not be responsible or liable for any claims or issues arising out of the shared rooming.

Special room requests (adjacent, connecting or lower-floor rooms, as examples) must be made at time of booking. Special room requests are not guaranteed and are based on availability at time of check-in. Many hotels, lodges and luxury tented camps are 100% smoke-free, including all guest rooms, restaurants, lounges, meeting rooms and public spaces. Smoking in a non-smoking room will result in a fine.

Note
If your arrival and departure flight information is required in case the airlines need to contact the passengers (e.g. for flight schedule changes, disruptions, baggage delay etc).
booking conditions and other important information

3 • reservations and payments

• Your guided vacation will be confirmed after receipt of a deposit as detailed in the Summary Booking and Cancellation Terms table. We reserve the right to refuse a booking without giving any reason and shall in that event return any deposit received. If not received within 3 days of booking, the reservation will automatically be cancelled. On certain departures, deposits may be required at time of booking to hold seats.

• Air-inclusive bookings may require an additional non-refundable deposit or payment in full at the time of booking, see Air Arrangements section below.

• Final payment for your land reservation will be due prior to departure no later than as detailed in the Summary Booking and Cancellation Terms table. Payment in full will be required at time of booking for reservations made later than the final payment due date (see Summary Booking and Cancellation table) prior to the trip departure date.

• Costsaver reserves the right to cancel the reservation and impose cancellation charges if any payment is not received as detailed within the Summary Booking and Cancellation table. Costsaver will not be responsible for lost land and/or air reservations.

• Credit Card Bookings: Costsaver should be advised of your credit card billing address, card expiration date and the customer verification code every time a payment is applied.

• Any special meal requirements, including allergies, must be provided at time of booking and are received on a REQUEST basis only. Costsaver cannot assure that special meal requests will be fulfilled and does not assume responsibility or liability if requests are not fulfilled.

• Your Travel Agent shall hold all monies for each and every person named in the booking until the booking is confirmed at which time your Travel Agent shall provide those monies promptly to us. You consent to us depositing monies received by us as required by law. We will be entitled to keep interest earned on monies. You consent that all monies paid to us whether through your Travel Agent, by deposit or otherwise, may be disbursed by us as and when we see fit.

travel documents

Provided full payment has been received on time and registration completed, travel documents will be sent in electronic format no later than 21 days prior to departure.

passports, visas and other entry/exit requirements

All guests including children must be in possession of a machine-readable passport valid for 6 months after their trip return date along with applicable visas. Due to government imposed security/immigration measures, passport and emergency contact information is required for all guests prior to the release of travel documents.

It is the guest’s sole responsibility to secure and/or pay for any and all visas, affidavits, immunizations, etc. that are required in order to be permitted entry into each destination. In some countries you may be subject to entry (reciprocity) fees and/or exit taxes/exit fees which will be collected at the airports upon entry/exit by local government authorities.

You should check with your Travel Agent or Consular Service for information regarding necessary visa and travel documentation. Where possible we strongly recommend obtaining any required visa or documentation prior to departure. Obtaining documentation while traveling can be a time consuming process and some countries will not issue documentation at the border. For some countries an invitation letter is required from the Ground Handler to send along with the visa application.

Note Please note that entry to any country may be refused even if the required information and travel documents are complete. Costsaver will require full passport information (full name, date of birth, passport number, issue and expiry dates) prior to final payment.

For up-to-date detailed information on travel documents and visas, entry/exit taxes and further information on entry and exit requirements please check with your Travel Agent or local consular services. Obtaining and carrying these documents is your sole responsibility.

Costsaver bears no responsibility for such information and will not be responsible for advising and/or obtaining required travel documentation for any guest, or for any delays, damages, and/or losses including missed portions of your vacation related to improper documentation or government decisions about entry. Certain visa-exempt foreign nationals are required to obtain an eTA prior to departure. Canadian Passport holders require visas for Russia, Belarus, Egypt, Jordan, Turkey, India, Sri Lanka, Nepal and Schengen Area Countries prior to departing Canada.

luggage handling of one suitcase per person, at each guided vacation hotel and porter service at airports for intra-air inclusive guided vacations, is included in the price.

Due to limited motorcoach capacity, a single bag is allowed with dimensions not exceeding 30"x18"x10" (76x46x25cm) and weight not exceeding 50lbs./23kg. Carry-on/hand luggage is restricted to one piece per person, not exceeding 12"x11"x6" (30x28x14cm) to fit under your coach seat or in the small overhead compartment. Carry-ons with telescopic handles and wheels will not fit in the overhead compartments or under seats and therefore, cannot be accepted as carry-on luggage. Carry-on/hand luggage handling is the responsibility of each guest and must be taken on and off the coach by you each day of the guided vacation.

If you wish to bring a second item of luggage please request this at time of booking. A charge of US$6 or local currency equivalent per travelling day will be collected by the Travel Director if a second piece of luggage is permitted to be carried, or if suitcase exceeds weight or size limits. This is not assurance that luggage in excess of limits on size, weight and number of pieces will be permitted on the coach.

Note Please be advised that stricter luggage allowances may be in place for other methods of transportation such as flights. Please confirm with your local sales representative or online reservation agent.

Costsaver and Costsaver’s affiliated entities shall not be liable for loss or damage to luggage or any guest’s belongings. Guests must ensure that their luggage allowances are permitted on the coach.

If you wish to bring a second item of luggage please request this at time of booking. A charge of US$6 or local currency equivalent per travelling day will be collected by the Travel Director if a second piece of luggage is permitted to be carried, or if suitcase exceeds weight or size limits. This is not assurance that luggage in excess of limits on size, weight and number of pieces will be permitted on the coach.

Tips/gratuities

Tips/gratuities are included for services on guided vacation, except to your Motorcoach Driver and Travel Director (and outside of the Americas to your Local Host and Local Specialists) whose tips/gratuities should be extended on a voluntary, individual basis at the end of your vacation. Included tips/gratuities cover all services provided by dining-room waiters, housekeeping staff and porters at hotels.

Tips/Gratuities for train journeys are subject to other arrangements which may be confirmed with your local travel expert or Trafalgar reservations agent.

optional prepaid gratuities

If you have opted to prepay your gratuities to your Travel Director and Motorcoach Driver, this will be detailed within your vacation documentation. We offer this option on the majority of our vacation itineraries. Please check the vacation price panels for the applicable vacations where this option is available.

not included in guided holiday price

Any items and matters not referred to above, including, airfares to and from your destination, air-related taxes and fees (except where specified), additional fees charged by airlines such as checked and/or excess baggage, seat selections and any other services, passports and visas fees; insurances of all kinds; tips/gratuities to Travel Directors, (for trips to the Americas only Local Host, Local Specialists) and Motorcoach Drivers; laundry; phone calls; minibar; beverages and meals not detailed in the itinerary; Optional Experiences; and all items of a personal nature. Additional taxes and surcharges may be collected by foreign governmental and non-governmental entities. The price does not cover costs and expenses, including your return home. If you leave the guided vacation whether of your own volition, our decision based on behaviour that disrupts the trip, due to illness, action by any government or other reason. This list is illustrative and not a complete list of every item not included.

Luggage handling of one suitcase per person, at each guided vacation hotel and porter service at airports for intra-air inclusive guided vacations, is included in the price.
4 • booking changes, cancellations & refunds

name changes

An administration fee of $75 per person will be charged for name changes or name corrections together with any costs incurred including airline charges and fees.

other booking changes

A fee of $35 per person, per change plus any costs incurred, including airline charges and fees, will be charged for any revision or alteration made to a reservation after the booking is confirmed. Costs and charges may increase the closer to the departure date that changes are made. We will try to make your requested change but it may on occasion not be possible.

A change of a guided vacation date or itinerary after final payment is due (see Summary Booking and Cancellation table) of departure date will be treated as a cancellation. Cancellation fees will apply except when the change is to an earlier departure date and the guided vacation price is equivalent or greater, in which case a $35 per person amendment fee will be charged, together with any costs incurred including airline charges and fees.

cancellations and cancellation fees

Travel arrangements for any member of the party may be cancelled at any time by written notice by the person who made the booking. Please note the following:

• If notice of cancellation is received by Costsaver before final payment is due (see Summary Booking and Cancellation table), deposit will be retained along with the Travel Protection payment.
• If full payment is not received by the due date (see Summary Booking and Cancellation table), Costsaver has the right to cancel your reservation and your deposit will be forfeited. Costsaver will not be responsible for lost reservations.
• Notice of cancellation must be made in writing directly to Costsaver or through your Travel Agent. Please also refer to Costsaver’s Travel Protection.
• If a person in a party cancels and there is a room change caused by this cancellation (such as a Double to Single, or Triple to Double), charges for the new room type will be the responsibility of the remaining party.
• The charges detailed in the Summary Booking and Cancellation table will apply even when notice of cancellation is given after the booking is confirmed.
• If a guest fails to join the guided vacation on the day of departure, cancellation fees will be 100% (unless the guest notifies us of the delay and joins the guided vacation later at their own expense).
• Cancellation fees as per the Summary Booking and Cancellation table apply to additional accommodations and/or chargeable transfers prior to and after the guided vacation or itinerary extensions reserved through Costsaver.
• All cancellations fees as per the Summary Booking and Cancellation table are additional to any cancellation fees or other charges that may be levied by your Travel Agent.

5 • air arrangements

reservations/ticketing

When booking a guided vacation including flights, you will be required at the time of booking to provide us the full name as detailed on the passport, date of birth, passport number, nationality, data and place of issue and expiration data for each guest. Some airlines do not allow name corrections and/or itinerary changes. Such corrections and/or changes are subject to additional fees, schedule changes and/or complete loss of air reservation. Guests will be responsible for any penalties (up to 100% of the airfare) charged by the airlines for name corrections and itinerary changes. A service fee of $50 per guest will be charged for name corrections and any additional penalties/or charges imposed by the airlines. Prior to your booking and paying your air travel, all prices and itineraries are subject to change at any time. Once a deposit is received, the base airfare is guaranteed, although Air Taxes and Fuel Surcharges are subject to change until receipt of final settlement. Upon payment, the airfare, taxes, and fuel surcharges are final, regardless of future price fluctuations up/down.

Some intra-trip flights may require a deposit or full payment which may be up to 100% and non-refundable.

air changes or cancellation

After deposit has been received changes or cancellations incur a service fee of $75 per person, reduced to $35 if air ticket has not been issued prior to cancellation, plus any airline penalties. Airline imposed penalties may be up to 100% of the air ticket price. Published Fares, Priced Match Fares, Promo Fares and some other airfares booked are non-refundable. Not showing up for your outbound flight as booked and ticketed will be considered a no-show, and all the connecting flights associated with this one, even a return flight will be cancelled and no refund will apply.

6 • general information and conditions

guided vacation prices

Fares are capacity controlled and are subject to change at any time without notice. Please therefore contact our dedicated regional call centers or visit our website (costsavertours.com) for the most up to date price. The price is only guaranteed when space is booked and deposit has been paid.

illness or absence

Early return expenses are the guest’s responsibility. There is no refund for absence or early departure from a guided vacation, including but not limited to missed hotels, transfers, meals or sightseeing cruises or optional extensions. Costsaver urges you to purchase travel insurance to cover such circumstances.

Note: Costsaver makes no representation or guarantees concerning reimbursement, scope of coverage, or other aspects of any travel insurance policy or claim.

airline seating

Seats are limited in our contracted class of service and may not be available on every flight. Costsaver does not hold back space on any airline and does not assure seat availability for every single guided vacation departure date. Not all airlines offer pre-assigned seats. Some may charge for pre-assigned seats. Seat assignments are not guaranteed and are subject to change without notice due to a schedule change, equipment change or other unforeseen circumstances. Seating is solely under the airline’s control. Any additional charge imposed by airlines will be at guests’ expense. Where pre-assigned seats are not offered or different seats are desired, guests must contact the airline(s) directly to arrange seating assignments as well as special meal requests. Costsaver does not assure that these requests will be granted.

airline schedule changes

Itinerary changes due to flight delays and schedule changes is solely under the airline’s control. Costsaver reserves the right to offer alternative schedules for itineraries affected by airline schedule changes and equipment. Flight delays, flight cancellations and schedule changes are the responsibility of the airline. Costsaver will not be responsible or liable for such delays or rescheduling and extra charges.

airline frequent flyers

Frequent Flyer miles can be accrued on most air carriers. Upgrades using mileage are not permitted. Many airlines do not automatically add frequent flyer numbers to records for flights booked through Costsaver. It is the guest’s responsibility to request frequent flyer credit from the airline. Costsaver shall not be responsible for matters concerning frequent flyer miles.

Are based on costs, charges, tariffs, rates, taxes, levies, exchange rates and other considerations. All are subject to change. Preview pricing is not protected should amendments be made to the booking. For up-to-date pricing contact your Travel Agent or check on costsavertours.com. No surcharges regarding cost or currency fluctuations will be made to the LAND price once the deposit is received. No refund will be made on account of reduction of any of the above. If the total guided vacation price increases by more than 7%, guests will have the option to cancel the guided vacation within 7 days.
Trafalgar cannot guarantee that all cites will have disability and must understand that other travelers, Travel Directors standing, climbing stairs or being pushed in a wheelchair, as nature (such as eating, toileting or dressing). A traveller who Trafalgar does not provide personal devices (such as wheelchairs, be met. All requests are subject to availability. It is also your request, please advise us at the time of booking. Although booking has been confirmed. Special requests, health, reduced mobility medical conditions/disabilities and assistance when traveling If you suffer from reduced mobility or have any other disability or medical condition which will affect your travel arrangements, you must provide us with full details before booking so that we can advise you if we can accommodate your request and provide you with precise information as to the suitability of the holiday taking into account your needs. Reduced mobility of course means different things to different individuals as we fully appreciate that individual capabilities, restrictions and requirements are likely to vary considerably. When we refer to reduced mobility, this means any material reduction in mobility whether this is permanent or temporary and whether caused by age or by physical or mental incapacity or disability or any other cause. Trafalgar relies on your assessment of your own ability to participate in the tour. Please also promptly inform us in writing in the event that any material change in your mobility, any other disability or medical condition occurs after your booking has been confirmed.

If you have any dietary requests, allergies or any other special request, please advise us at the time of booking. Although we will endeavor to cater to your request where possible, we cannot guarantee that all dietary requests, allergies or other special requests, will be met. All requests are subject to availability. It is also your responsibility to double check and reconfirm any requests with all hospitality suppliers. Trafalgar does not provide personal devices (such as wheelchairs, walkers, wheelchairs). You must advise us before booking if you plan to bring a device of such nature.

Trafalgar does not employ medical personnel. Any necessary medical treatment must be sought at the traveler’s expense. Trafalgar is not responsible or liable for loss of or damage to personal property or medical services obtained while on holiday, or for the quality of the care or services received. Medical care in other countries is not always comparable to care that you may receive in your local area. You are encouraged to purchase medical insurance that covers you while on holiday, we reserve the right to vary itineraries and to substitute hotels. At certain peak periods multiple departures may operate, sometimes in reverse order, and close calls may be made due to weather conditions. In such circumstances, the Operator may seek to supply comparable services, accommodations and facilities. In such circumstances, the Operator may seek to supply comparable services, accommodations and facilities. In such circumstances, the Operator shall be responsible to the guest for supplying the accommodations to guests including any results thereof, such as substitution of equipment or any act, variation, postponement, or cancellation of any of its related entities (“released parties”) shall be responsible or liable for any actions taken under the Operator’s control. In such circumstances, the Operator will seek to supply comparable services, accommodations and itineraries and there shall be no refund in these circumstances.

Young Traveler Discounts Young Traveler discounts may be available to travelers under the age of 18 if they are accompanied by an adult and agree to all terms and conditions. Please confirm availability with your local Travel Agent.

Itinerary variations
Costsaver strives to improve guided vacation itineraries, services and features. If improvements can be made, or if circumstances beyond our control make changes necessary, we reserve the right to vary itineraries and to substitute hotels. At certain peak periods multiple departures may operate, sometimes in reverse order, and close calls may be made due to weather conditions. In such circumstances, the Operator may seek to supply comparable services, accommodations and facilities. In such circumstances, the Operator may seek to supply comparable services, accommodations and facilities. In such circumstances, the Operator shall be responsible to the guest for supplying the accommodations to guests including any results thereof, such as substitution of equipment or any act, variation, postponement, or cancellation of any of its related entities (“released parties”) shall be responsible or liable for any actions taken under the Operator’s control. In such circumstances, the Operator will seek to supply comparable services, accommodations and itineraries and there shall be no refund in these circumstances.

Travel insurance
Costsaver recommends that all guests purchase comprehensive Travel Insurance. Certain countries have a requirement for foreign visitors to have valid medical insurance on arrival. Costsaver is not responsible for other travel arrangements affected due to our cancellations and is not liable for any cancellations or refunds incurred on other travel arrangements including air tickets.

Guided holiday cancellation
Costsaver reserves the right to cancel or reschedule any guided vacation due to any circumstances, including in accordance with operating requirements or circumstances beyond its control. If costsaver cancels or reschedules a vacation, Costsaver will have the right to change the departure or arrival date of the guided vacation except when you failed to pay the final balance on time. Costsaver will either refund the amount received for the guided vacation booking, or if a compensating vacation is available. Costsaver will refund any difference in price if the alternative is of a lesser value, however, the guest will be responsible for additional costs if the alternative is priced higher.

Responsibility
Neither Costsaver nor the Operator nor its agents or affiliates are responsible for loss or damage to any personal property or equipment, including but not limited to carry-on luggage (e.g. backpacks) and air ticketing, or for travel insurance. Neither Costsaver nor the Operator nor its agents or affiliates are responsible or liable for any losses or damages sustained in the event of cancellations, acts of other service providers, diversions or substitution of equipment or any act, variation, postponement, omission or default by any carriers, land carriers, hoteliers or hotels, transportation companies, or any other persons providing services or accommodations to guests, or resulting from any changes as changes in services, accommodations or facilities. Nor shall Costsaver or the Operator nor its agents or affiliates be responsible or liable for any actions taken under the Operator’s control. In such circumstances, the Operator shall be responsible to the guest for supplying the accommodations to guests including any results thereof, such as substitution of equipment or any act, variation, postponement, or cancellation of any of its related entities (“released parties”) shall be responsible or liable for any actions taken under the Operator’s control. In such circumstances, the Operator will seek to supply comparable services, accommodations and itineraries and there shall be no refund in these circumstances.

Disclaimer of warranties
The Operator warrants only that the services shall be generally, in view of the vagaries of travel, not necessarily precisely as described, and subject to changes or other terms and conditions herein. All other warranties, express and implied, including warranties of fitness for a specific purpose and merchantability are expressly disclaimed by the Operator. No warranty extends beyond the description of the face hereof.
they be liable for loss or damage to baggage or property, or for injury, illness or death, or for any damages or claims whatsoever arising from loss, negligence or delay from the act, error, omission, default or negligence of any person not its direct employee or under its direct employee or under its exclusive control, including any act, error, omission, default, or negligence of any country, government or governmental authority, officer or employee. The released parties shall not be liable for indirect, special or consequential damages. All baggage and personal effects are at all times and in all circumstances at the risk of the guided vacation participant. Costsaver recommends that each guest obtains baggage insurance. After return at the end of the guided vacation, if lost articles are found and returned to the owner, a service fee will be charged. The Travel Directors, carriers, hotels and other suppliers who provide services or guided vacations are independent contractors; they are not agents, employees or servants of the Operator or its associated companies. All certificates and other travel documents for services issued by the Operator are subject to the terms and conditions specified by the carriers and suppliers and to the laws of the countries in which the services are supplied. Carriage by sea is subject to Carriage’s Conditions of Carriage which are expressly incorporated into this contract, copies of which are available upon request. The released parties are not responsible for any criminal or other conduct by third parties, whether criminal, intentionally, grossly negligent, negligent or otherwise.

additional risks

Additional risks may arise including, but not limited to, hazards of traveling in undeveloped areas, hazards of travel by boat, train, bus, car, truck, aircraft and other means, animals, forces of nature, unrest, differing levels of sanitation, differing safety standards, risks associated with water, drinks, food, plants, insects and animals, diseases and transmission of disease to or from members of your family or party, accident or illness in areas of difficult evacuation or poor medical facilities, acts of governments; all occurring during the trip or while coming to or returning from the trip. You are voluntarily participating, knowing there are risks. You agree to accept any and all risks. You release and discharge Costsaver, its related companies and personal from and, and agree not to make a claim against any of them for, any and all claims, known or unknown, arising from contracting for, traveling to or from, or traveling during, and in any and every way participating in a trip, even where caused by negligence of any of these released and discharged persons and entities. This release and discharge of liability, assumption of risk and agreement not to make a claim is entered into on behalf of you and all members of your family and party, and also including minors. This agreement also binds your heirs, legal representatives and assigns.

everrors and omissions

In the case of computer or human billing errors, we reserve the right to re-invoice guests and their Travel Agents with correct billing.

Every effort is made to ensure accuracy of our brochures and websites; however, Costsaver cannot be held responsible for printing or typographical errors, or errors arising from unforeseen circumstances. Moreover, photographs and descriptions of locations or attractions are merely representative of conditions that existed at time of brochure printing and conditions may not be the same at the time of your journey.

The airline(s) featured or nominated in our brochures or website do not by virtue of their endorsement commit or guarantee any services or accommodation. All bookings made with any provider of any transport, facilities, meals, other goods or of any services are subject to terms and conditions and exclusions and/or limitations of liability imposed by them in matters including, but not particularly and expressly by your agreement with Costsaver.

If you decide that you do not wish to visit a country or part of a country you intended to visit because of any law, condition or requirement of any government or governmental authority, officer, servant or agent, you are responsible for any costs, expenses, charges, fees, losses or damage incurred as a consequence and any cancellation or amendment fees. None of the parties in the Costsaver group of companies, or any of their staff or agents, accept any responsibility or liability for your acts, omissions, defaults, conduct, state of health, condition or circumstances.

7. complaint procedures & consumer protection

If you have a problem during your vacation please inform Costsaver’s Travel Director/Local Representative immediately, who will try to make things right. Such assistance may include providing information on health services, local authorities and local emergency services, advice on re-invoicing of expenses, or making alternative travel arrangements.

We may charge a fee for these services where you have caused the problem yourself or by your own negligence and this matter was not resolved locally, please write to Costsaver’s Guest Relations Department at the address below within sixty (60) days of the end of your Costsaver vacation, as it is important that you provide us the information quickly.

Note Please quote your booking reference number and all relevant information. Failure to follow this procedure may delay or deny us the opportunity to investigate and rectify the problem, which may affect the way your complaint is dealt with and your rights under this contract. Any claim not received in writing within this time is waived and barred.

include sufficient documentation to prove your claim and a $35 processing fee. Claimants must agree to waive their right to other civil remedies against a registered participating seller of travel for matters arising out of a sale for which you file a TCFR claim. You may request a claim form by writing to: Travel Consumer Restitution Corporation, P.O. Box 6001, Lakspur, CA 94937-6001; or by faxing a request to: (213) 857-8846.

data protection

To process your guided vacation booking, Costsaver will need to collect personal data for you and guests involved in your booking. Personal information may include each guest’s name, address, phone number, email address, passport number, and sensitive information such as health, medical, mobility, religious or other special requirements. This personal information may be passed on to other suppliers of your travel arrangements in addition to public authorities (such as customs and immigration), security and credit checking organisations, and otherwise as required by law. We may need to provide personal information to contractors who provide services to or for us (e.g. sending mail, providing marketing assistance, etc). This may involve sending personal information (including sensitive information) to other countries that may not afford the same level of protection of personal information. In making your booking, you consent to your personal data being passed to relevant third parties as set out above.

We may also use the personal information you provide us to review and improve the guided vacations and services that we offer, and to contact you (by post, email and/or telephone) about other guided vacations and services offered by Costsaver that you may be interested in. If you don’t want to receive this information please inform us. Where we handle personal information about you, we hold about you, write to us at Trafalgar, Attn: TRAFALGAR TOURS OF CANADA LTD, 33 Kern Road, Toronto, Ontario,
8• other conditions

Each guest is required to comply with the terms, conditions, requirements, laws, rules and/or regulations of any service provider, or any country or governmental authority, and shall be liable for any such non-compliance.

booking arrangements

Your booking arrangements can be made through your Travel Agent or with Costsaver directly. When you make a booking, you must be at least 18 years of age at the time of booking. You are guarantessing that you understand and have the authority to accept and do accept on behalf of yourself and all members of your party the terms of these booking conditions. We will deal only with the lead booking name in all subsequent correspondence and dealings. You are responsible for making all payments due, ensuring the accuracy of all personal details and other information supplied in respect of yourself and your party, notifying us of any changes or cancelations and for receiving correspondence and keeping your party informed.

additional optional experiences

With Costsaver, you will enjoy many famous highlights as included features on your guided vacation, at no extra cost. An exciting array of additional optional experiences and activities may be made available to further enhance your experience. These experiences and activities are optional, and are offered at special preferential prices. They can be booked only after you start your guided vacation, as many of them are carefully programmed to coincide with highlights available at the time of your visit. A detailed list and cost of these will be included in your travel documentation as well as available on the Costsaver website once they have been confirmed for your itinerary. You can book and pay for them through your Travel Director, by cash or credit card. Optional experiences and activities may vary due to seasonal conditions and often require minimum guest participation. Prices are subject to change without notice. Please also see the relevant section of “Guided Vacation Participation” regarding limitation (exclusion) of our liability for optional experiences and activities operated by independent third party suppliers.