

Reservation Information

(Visit gocollette.com/terms for complete terms and conditions)

Land Rates Land rates are on a per person, double occupancy unless otherwise noted. Availability of departures at the prices noted in the brochure is limited. Government taxes and fees are additional. For current prices, please see our website at www.gocollette.com. Land rates are guaranteed at the time that the deposit is received by Collette.

The land price includes those land based items delineated as included in the package itinerary and does not include any other items such as air travel, airline fees, airport or departure taxes, transfers, visas, customary end of trip gratuities for your tour manager, driver, local guides, hotel housekeepers, cruise ship waitstaff, and any incidental charges.

Payments

Land Package Deposit

- A \$250 non-refundable deposit is due with your land only reservation.
- For Antarctica and Cruises only reservations, a non-refundable \$500 deposit is required. An additional \$1,000 is due 180 days prior to departure for Antarctica.

Air Inclusive Package Deposit

- A \$500 non-refundable deposit is due with your air inclusive reservation. If you purchase our Travel Protection Plan, the air inclusive deposit required is only \$250 plus the cost of the Travel Protection Plan.
- For Antarctica and Cruise air inclusive reservations, a non-refundable \$750 deposit is required. If you purchase our Travel Protection Plan, the air inclusive deposit required is only \$500 plus the cost of the Travel Protection Plan. An additional \$1,000 is due 180 days prior to departure for Antarctica.

Instant Purchase Air

- If you have selected Instant Purchase Air, the deposit required is the full cost of the airfare plus a \$500 deposit (or \$250 with the Travel Protection Plan), all of which is non-refundable

Should you decide to purchase our per-person Travel Protection Plan, you must do so at the time of booking. Payment of this Plan includes the Pre-Departure Cancellation Fee Waiver which protects you from penalties in the event you have to cancel your entire tour package for any reason up to the day prior to departure (see Part A in our terms on our website for more details). If you originally purchased nonrefundable airline tickets, Part B of the Travel Protection Plan may provide a refund for the airline tickets, taxes, or fees in the event of a cancellation for a covered reason (see Part B in our terms on our website for more details). The balance is due 60 days before departure on all tours, except cruises. The balance is due 120 days before departure for cruises.

All payments of deposit, purchase price and Travel Protection Plan fees may be made by charging to your MasterCard, Visa, or American Express (card imprint and signature required) or by sending a cheque or money order made payable to "Collette." Payment may also be made online at <https://reservations.gocollette.com/payment.aspx?co=CAD>

TRAVEL PROFESSIONALS PLEASE CONTACT:

Collette: 1-800-468-5955 reservations@gocollette.com

PLEASE SEND PAYMENTS TO:

Collette, 40 Queen Street South, Mississauga, ON L5M 1K3
Attn: Accounts Receivable

Revision Fees Upon receipt of your itinerary, you must review it and report any discrepancies to Collette immediately in order to avoid any supplier incurred penalties. A handling fee of \$25.00 per transaction will be assessed for any change or revision made to a reservation. A change of departure date within 11 months of the departure date will be treated as a cancellation, and cancellation charges will apply.

Cancellation Charges Both cancellations of confirmed bookings and transfers to new travel dates will result in penalties and fees assessed by travel suppliers. If you have not purchased our Travel Protection Plan, and you need to transfer or cancel for any reason prior to departure, the following cancellation fees will be assessed on your land or cruise product. Air is 100% nonrefundable once paid in full. If cancelled prior to being paid in full, the following cancellation fees will also apply to air.

(*See cancellation and unused services Travel Protection Plan fees and exceptions):

- More than 60 days prior to departure: a nonrefundable deposit will be retained.
- 60 - 16 days prior to departure: 30% of land or cruise price
- 15 - 1 day prior to departure: 50% of land or cruise price
- Day of departure and after: 100% of land or cruise price

Exceptions:

Ocean Cruises:

- More than 90 days prior to departure, a nonrefundable deposit will be retained.
- 90 - 61 days prior to departure: 35% of land or cruise price
- 60 - 31 days prior to departure: 60% of land or cruise price
- 30 - 0 days prior to departure: 100% of land or cruise price

River Cruises: including Europe, Russia, Egypt and China

- More than 90 days prior to departure, a nonrefundable deposit will be retained.
- 90 - 61 days prior to departure: 50% of land or cruise price
- 60 - 31 days prior to departure: 85% of land or cruise price
- 30 - 0 days prior to departure: 100% of land or cruise price

Galapagos & Antarctica:

- More than 120 days prior to departure: nonrefundable deposits will be retained.
- 120 - 90 days prior to departure: 60% of land or cruise price
- 89 - 0 days prior to departure: 100% of land or cruise price

* Instant Purchase air and its associated taxes, fees and surcharges are 100% nonrefundable at time of reservation.

Upon cancellation of transportation or travel services where you, the client, are not at fault and have not cancelled in violation of these terms and conditions, you will be refunded 100%.

Collette's Travel Protection Plan Payment of a Per Person Travel Protection Plan Fee guarantees a full refund of all payments (including deposit), except the Travel Protection Plan Fee itself, made to Collette for travel arrangements in case of cancellation of your travel plans for any reason prior to the day of departure. The Travel Protection Plan Fee with Air only covers airline tickets you have purchased from Collette. Exception: If you originally purchased nonrefundable airline tickets, the Travel Protection Plan does not provide a refund for the airline tickets, taxes or fees, in the event of a cancellation. Collette's Travel Protection Plan protects you from penalties in the event you have a need to cancel your entire inclusive tour package up to the day prior to departure. The Travel Protection Plan does not indemnify you from penalties if you choose to cancel partial tour components or air. If you choose to partially cancel your tour, you will be responsible for a revision fee as well as any penalties that are incurred at the time of the cancellation. Visit gocollette.com/terms for Complete TRAVEL PROTECTION PLAN Terms and Conditions

Airfare For your convenience, we offer airfare for purchase with all tour packages. If you purchase an air-inclusive program, your airfare will be quoted exclusive of all fuel, taxes and fees. Your rates are subject to change until paid in full. Seats are limited and may not be available on every flight or departure date.

Instant Purchase Nonrefundable Airfare includes roundtrip airport/hotel transfers (excluding pre- or post-days and extensions). If you have selected Instant Purchase nonrefundable air, you are required to pay the full air cost in addition to the \$250 deposit at time of booking (all of which is nonrefundable). If you purchase the Travel Protection Plan, the Instant Purchase nonrefundable airfare may be covered, if you cancel your trip for a covered reason (see Part B for more details). Tickets will be issued immediately and once issued are nonrefundable; you may only be changed for a fee up to \$300 plus any difference in airfare for travel in the following 12 months; specific fees and policies may vary by airline. These tickets include an administration fee and roundtrip airport-to-hotel transfers, of which both hold no airline reissue value. Once issued, there can be no fluctuation in price due to an increase in government taxes or in airline fuel surcharges. Therefore, any such fees or airport-to-hotel transfers are not refundable under any circumstances.

Currency Unless specified otherwise, all statements of or references to dollar amounts in these terms and conditions are to lawful money of Canada.

Proof of Citizenship: Passports & Visas Documentation is required by foreign governments for all trips outside Canada. Clients/passengers should check with the appropriate foreign consulate/embassy for entry requirements, including whether you need to obtain a visa before entering your destination country and, if you do need to get a visa, its cost and timing. Please remember that the possession of valid passports and necessary visas are the responsibility of each client/passenger. If you would like assistance in ensuring you have the proper visa(s) for your trip outside of Canada, we would be happy to refer you to a company that can assist you.

Travel Conditions There may be different living standards and practices and different standards and conditions with respect to the provision of services and accommodations outside of Canada.

Baggage Disclaimer Although every effort is made to handle passengers' luggage as carefully as possible, Collette is not responsible for and does not assume liability or accept claims for loss of or damage to luggage due to breakage, theft or wear and tear through airline/airport, hotel and group carrier handling. It is recommended for your own self-interest and protection that you have adequate insurance to cover these eventualities. Check with your sales agent for low-cost insurance to cover these risks.

There are limitations by coach and air carrier as to the number and size of bags which can be carried onboard and in bulk storage. Be sure to ask your travel professional about such restrictions before departing for your tour.

Checked Baggage Charges: Some airlines impose additional charges if you choose to check baggage. Please contact your airline or refer to its website for detailed information regarding your airline's checked baggage policies. Please be advised there is a \$25 USD/CAD charge (per piece) for checked baggage on most transborder flights between U.S. & Canada. This is a fee levied by the airlines, not Collette, and may be subject to change.

Travellers Needing Special Assistance You must report any disability requiring special attention to Collette at the time your booking is made.* Collette will make reasonable efforts to accommodate the special needs of tour participants. It is strongly recommended that persons requiring assistance be accompanied by a companion who is capable of and totally responsible for providing the assistance. None of Collette, its employees and personnel, and its suppliers, may physically lift or assist clients into transportation vehicles. If a traveller thinks he or she might need assistance during a trip, he or she should call Collette to determine what assistance might reasonably be given. Collette cannot provide special individual assistance to tour members with special needs for walking, dining or other routine activities.

*To request a wheelchair accessible room on a cruise, the traveller or person sharing the room must have a recognized disability that alters a major life function and requires the use of a mobility device and the use of the accessible features provided in the wheelchair accessible stateroom.

Transfers Roundtrip airport-to-hotel transfers are provided for all passengers who purchase airfare through Collette. These transfers do not apply to pre- and post-night stays. Passengers who do not purchase airfare through Collette can purchase arrival and departure transfers from Collette. Some restrictions may apply. All transfers leave at prescheduled times.

All passengers who purchase pre and post hotel nights through Collette may also purchase transfers to/from the airport and the pre or post hotel. Please inquire at time of booking.

Roundtrip Home to Airport Sedan Service This service is available for all air-inclusive tour bookings. This personalized service is included when you reside within a 100 km radius of the airport.* Please confirm at time of booking. Not valid on group travel. *One transfer per room booking. Additional stops are not permitted on route. Other restrictions apply; call for details.

Tour Pacing Tour pacing varies by itinerary, and each destination's sightseeing and activities are unique. Pacing is subject to personal interpretation. At Collette, we do include the best a destination has to offer, enhancing your overall tour experience. For overnight pacing of a tour, please refer to the "Accommodations" section on each tour page and on the tour map. These describe the number of nights you will stay in each hotel during your tour. The day-by-day descriptions will provide additional detail about the number of activities included in each day.

The Tour Activity Level Ranking is featured on each tour itinerary in a circle. If you have additional questions regarding a specific tour, please inquire at time of reservation. For your comfort, we recommend packing comfortable walking shoes so you can fully enjoy every aspect of your tour.

Travel Loyalty Formerly known as Travel Loyalty by Collette (TLC), Collette has relaunched a new, more inclusive loyalty program called the Collette Passport Club. For guests who are already enrolled in TLC no action is required. New guests who complete a trip that departs on or after 9/4/17 will automatically be enrolled in the program. Collette Passport Club members receive a \$150 travel credit for each trip they take* along with various other benefits.

*Full credit is valid for your next tour when travel is completed within 12 months of the original trip. \$100 of the credit remains valid for travel within 13-24 months. Credit expires 24 months after the original trip.

Holiday and Museum Closures Museum visits and personal shopping time may be disrupted due to unforeseen circumstances or many religious, state and local holidays observed throughout the world.

Motorcoach Washrooms Most motorcoaches used on our tours are equipped with washrooms (except safari vehicles, exotic locations, and some of our Explorations tours). These are typically for emergency use, as we make plenty of comfort stops, allowing you the opportunity to use public restrooms and/or stretch your legs.

Seat Rotation Seats are rotated onboard the coach for all Collette tours under the direction of the tour manager. So that we do not show partiality among passengers, exceptions cannot be made.

Maps and Photos Maps shown on tour pages are current at the time of printing and may not reflect actual tour routing should the tour change. Photos shown on tour pages are reflective of the area(s) visited, but may not be included in the actual tour itinerary and the conditions you experience may be different than depicted in the photograph(s).

Explanation of Responsibilities and Tour Conditions for Collette Each client is responsible for proper documentation and inoculations that may be required and/or recommended to participate on tour. Please contact your local travel clinic or personal physician for specific details on the destinations you are traveling to and from. If you decide to make a reservation, you acknowledge and agree that you are physically well enough to travel and understand that medical facilities may not be similar to what you are accustomed to at home. You must bring enough medication with you for the trip. Any person reserving or purchasing any Collette product published in this brochure accepts the condition that Collette reserves to itself the exclusive right to change or cancel itineraries, hotels, and other tour components whenever it is deemed necessary, including for tours designated as "guaranteed departures." If this occurs, every effort will be made to offer alternate dates and/or programs. Published times on itineraries are as accurate as possible but subject to change due to traffic, weather, mechanical and any other conditions beyond Collette's control that prevent Collette from operating as scheduled. Collette expressly disclaims any liability for any damages that may be incurred for any changes, cancellations or delays on any itinerary on any Collette tour.

All rates on foreign tours are subject to fluctuations of currency and may be changed when necessary without advance notice prior to deposit.

All rates published are per person as indicated and are based on double occupancy when only one rate is shown. Reservations will be accepted subject to availability at the time of request and will be considered confirmed only upon receipt of a minimum deposit. Child

land rates are available and are valid for ages 5-12, sharing a room with two full-paying adults.

Collette does not accept liability in the case of any passenger being denied boarding by any airline carrier due to the carrier's overbooking of a flight. All cancellation charges, fees and refunds for any tour within this brochure are in effect as of the effective date as indicated below and supersede any other previously printed policies relating to these same charges.

GENERAL DISCLAIMER

Collette monitors security situations around the world as well as government travel advisories. Conditions may require Collette to change or even cancel trips. You accept the risks involved in travel, both foreign and domestic, and accept responsibility for your own travel decisions. Guests may be required to review and sign a participation agreement prior to engaging in certain activities on the trip.

Neither Collette Travel Service, Inc., its affiliated entities and its and their employees, shareholders, officers, directors, successors, agents, and assigns (collectively "Collette"), own or operate any person or entity which is to or does provide goods or services for these trips. You agree to be bound by the conditions of carriage for all transportation providers. Collette does not maintain control or operate the personnel, equipment, or operations of these suppliers it uses and as such Collette assumes no responsibility for and cannot be held liable for any personal injury, death, property damage or other loss, accident, delay, inconvenience, or irregularity which may be occasioned by reason of (1) any wrongful, negligent, willful or unauthorized acts or omissions on the part of any of the suppliers or other employees or agents, (2) any defect in or failure of any vehicle, equipment, or instrument owned, operated or otherwise used by any of these suppliers, or (3) any wrongful, willful or negligent act or omission on the part of any other party.

Client shall indemnify and hold harmless Collette Travel Service, Inc., its affiliated entities and its and their employees, agents, shareholders, officers, successors and assigns (collectively "Collette"), from all suits, actions, losses, damages, claims or liability for any personal injury, death, property damage or other loss, accident, delay, inconvenience or irregularity which is occasioned by any negligent acts or omissions of Collette arising out of any goods or services provided for this or these trips.

Additionally, responsibility is not accepted for losses or expenses due to sickness, lack of appropriate medical facilities or practitioners, weather, strikes, theft or other criminal acts, war, terrorism, computer problems, or other such causes. Other risks may arise such as, but not limited to, hazards of traveling in foreign countries including undeveloped areas, the hazards of travel by aircraft, bus, van, train, automobile or other motorized vehicle, differing safety standards, sickness, criminal acts committed by others, allergic reactions, and/or animal encounters. You are voluntarily participating in the tour and Collette, and as lawful consideration for the agreement to travel with Collette, you agree not to make a claim against Collette, its related companies, officers and employees for injuries, death, or any other claim and agree to release Collette, its related companies, officers and employees from any such claim. This release is binding on all members of your traveling party, as well as your Estate and heirs and this provision shall be enforceable even after your trip has ended. If you make your own air reservations, Collette is not responsible and shall provide no refund if your flight schedule changes so that you are not able to enjoy the entirety of your tour. All services and accommodations are subject to the laws of the country in which they are provided. Collette reserves the right to make changes in the published itinerary whenever, in their sole judgment, conditions warrant, or if Collette deems it necessary for the comfort, convenience, or safety of the tour. Collette reserves the right to withdraw any tour announced. Collette reserves the right to decline to accept any person as a member of the tour, or to require any participant to withdraw from the tour at any time, when such action is determined by the Tour Manager to be in the best interests of the health, safety, and general welfare of the tour group or of the individual participant. If you are traveling with children, you are solely responsible for their behavior and monitoring them throughout the tour. Neither does Collette accept liability for any carrier's cancellation penalty incurred by the purchase of a nonrefundable airline or other ticket to the tour departure city and return or otherwise. Baggage and personal effects are the sole responsibility of the owner at all times.

Collette is not responsible, and will not be bound by, representations made by third party representatives, travel agents, unaffiliated websites, or any other party.

Participants may be photographed for the promotional purposes of Collette. In addition, any comments that you submit as a review or your social media posts may be used for Collette's promotional purposes.

Payment of the deposit to Collette constitutes acceptance of these terms and conditions. Collette reserves the right to modify these terms and conditions at any time, without notice.

Consumer Protection Plans Collette is a member of the following organizations: the National Tour Association, the United States Tour Operators Association (USTOA), the Alliance of Canadian Travel Associations, the Travel Industry Council of Ontario, and the Association of British Travel Agents. Some of these associations operate a consumer protection plan to cover deposits placed with any tour operator member. In the case of USTOA, the consumer protection bond is \$1 million. Full details are available from these organizations or Collette. Collette is pleased to give this additional protection to our clients.