

# WHAT TO KNOW BEFORE YOU GO

## YOU ALWAYS KNOW WHAT YOU GET

### GLOBUS ITINERARIES TELL YOU EXACTLY WHAT'S INCLUDED

Read our tour descriptions and you'll understand the real value we offer. Each day's agenda is spelled out, with inside visits and special features indicated in UPPERCASE, so you know exactly what's included in the price.

### HAND-SELECTED HOTELS

Excellent accommodations are vital to your enjoyment on vacation, and we're proud to be associated with some of the world's finest hotels, most of which are deluxe (D), superior first-class (SF), first-class (F), or superior tourist class (ST). Each hotel is rated by our quality controllers following standards set by the independent Hotel & Travel Index and by national tourist boards. Hotels are listed on itinerary pages, although it may be necessary to substitute with an alternate hotel of equivalent standard. Your travel documents will list hotel addresses with telephone and fax numbers, plus you can find more details on our website.

### INCLUDED MEALS

Mealtimes are designed to help you enjoy the best of each city along the way. Start each day of your vacation the right way—with an included breakfast! The type of breakfast you'll enjoy is specified in each itinerary. Lunch and dinner highlights are tailored to each vacation and may include welcome, farewell, as well as additional dinners (with wine for Globus), and lunches at local restaurants to give you a true taste of your destination. Plus, we give you the freedom to take advantage of the best a city has to offer by not including lunches and dinners where dining locally is a major attraction.

*NOTE: We typically cannot process requests for special meals. Some hotels and restaurants may be able to provide for a special diet—vegetarian, salt-free, etc.—but there is no way to guarantee this and, if available, there may be an additional charge associated. Please ask your Tour Director for assistance.*

### THE FINEST TEAM OF TRAVEL EXPERTS

You benefit from the expertise we bring to every vacation. We set very high standards and are dedicated to selecting the right Tour Directors, Local Guides, and Local Hosts. These experts are from the region through which you're traveling, and they share their vast knowledge of the areas and help you maximize each moment. Beyond the professionals you meet on tour are the men and women working diligently behind the scenes. Our extensive technical support network carefully monitors vacations in progress, ensuring your trip goes smoothly and allowing us to deliver unique, quality travel experiences every time.

### TRAVEL IN STYLE

When you step aboard your private deluxe motorcoach, you'll be immediately impressed by the comfort and amenities: an emergency restroom; free Wi-Fi (where available); and reclining seats equipped with individual air-conditioning vents, high-fidelity speakers so you won't miss a moment of Tour Director commentary, and extra leg room. While other companies install and sell 53 seats, our average group size is just 36 travelers, so you'll enjoy more seat space. For the comfort of all passengers, our motorcoaches are non-smoking, however, there are opportunities to smoke during the frequent stops. We also have a custom of daily seat rotation to ensure everyone benefits from a variety of views.

## GET MORE FROM YOUR MONEY

### OUR PRICE GUARANTEE\*

You want value for your money—and protection from any surprises. We put your mind at ease against price increases. After booking with us, simply confirm your booking with a full, per-person deposit and you are protected against any land price increases due to currency fluctuations. Want the same guarantee for both international and intra-vacation airfare? No problem. Provide your full air deposit for Flex Air and/or intra-vacation air purchased through Globus along with your land deposit and you are protected against any airfare or fuel-surcharge increases. If you choose Instant Purchase Air, your full air payment locks in your price.

Many of our itineraries indicate "Vacation departures in 2019 are subject to price and itinerary modifications." Full details of all our 2019 itineraries will be available in June 2018, and will include any necessary changes to itineraries shown in this brochure. If there are any changes to your 2019 itinerary, you have the right to cancel your reservation without penalty within seven days of notification of our new published itinerary.

Our vacation prices listed are per person and based on double occupancy. They do not include airfare, unless specifically noted on the itinerary pages. If there are single room supplements or reductions for triple occupancy, they are listed when applicable. Single and triple rooms are not available on all vacations.

*\*Please see the Terms & Conditions for full information on our Pricing Policy and applicable guarantees, as well as deposit, final payment, and cancellation terms.*

### GREAT WAYS TO SAVE

Globus offers several ways to save money. See page 15 for details on all Deals & Discounts.

## MORE WAYS TO ENHANCE YOUR VACATION

### EXTRA NIGHTS BEFORE & AFTER YOUR VACATION

If you require extra nights immediately before and/or after your tour, we can make reservations for you. Rates are per person, per night (for rates, please contact us) and include a room with private bath, breakfast, service charges, and taxes. If space is unavailable at the hotel where your vacation stays, accommodations may be reserved at a hotel of equivalent standard. In this case, the transfer from/to the vacation hotel is at our expense. As hotel space is limited, we cannot reserve more than two extra nights before and/or after a vacation. During particularly busy periods, hotel space for extra nights may be limited or unavailable.

### MyGLOBUS

With the Globus family of brands, you can personalize your travel experience by selecting and pre-purchasing optional excursions online via MyGlobus/MyCosmos. They are designed to enhance your experience and are scheduled perfectly within your itinerary. So, go ahead and immerse yourself in your destination according to your passions, whether it's cuisine, wine, museums, music, or whatever.

### TOTAL SECURITY FOR YOUR TOUR PAYMENTS

Our high regards for sound business practice applies in particular to handling your money! We have had an unblemished financial record since our founding in 1928. Isn't this a guarantee that your money is safe with Globus? Lontours Canada Limited, the company under whose responsibility Globus tours are sold in Canada, is a federal company fully licensed and bonded under the Ontario Travel Industry Act—registration number 01893755. Lontours is also an active member of the Association of Canadian Travel Agents.



Association of Canadian Travel Agents

## SPECIAL NOTE FOR TRAVEL AGENTS

Booking a vacation with the Globus family of brands couldn't be easier.

- Use our Online Reservation System at AgentLingo.ca
- Call our Travel Consultants at 416.787.1281/800.268.1639

*Please have each traveler's exact name, date of birth, gender, and nationality as it appears on his/her passport as well as traveler phone and e-mail contact ready when booking.*

# LOW AIR-INCLUSIVE PRICES & FREE AIRPORT TRANSFERS

Good reasons to book your flights with the Globus family of brands:

■ Free airport transfers ■ Air coordinated with vacation dates ■ Competitive prices without the hassle

## COMPETITIVE PRICES

As a completely independent tour operator, we have no ties to any one airline. We have negotiated the lowest possible airfares with the world's finest carriers on behalf of our travelers. Plus, Globus' buying power means generally better rates for you.

## AIR OPTIONS

Globus family of brands offers two air options: Flex-Air and Instant Purchase Air. Flex-Air allows flexibility if you want to make changes to your vacation schedule. Instant Purchase Air may offer additional airline options but has more restrictions. Air-inclusive price quotes will include all government-imposed taxes and fees applicable at the time of booking and will be shown as a Total Amount. (Please see "Applicable airfare taxes & fees" section that follows).

## GUARANTEED AIR-INCLUSIVE PRICES

Flights are only available to passengers traveling from Canada and only when booked in conjunction with a land vacation (i.e., air-inclusive vacation). Once your airfare is confirmed and Globus family of brands has received your full air and land deposit, your air-inclusive vacation price is guaranteed.\*

Globus family of brands reserves the right to ticket passengers upon receipt of full land and air deposit; thus, any subsequent changes and/or revisions to airline reservations at your request after receipt of full land and air deposit are subject to revision fees and/or airline-imposed change or cancellation fees. Generally, these fees are up to \$300 but in some instances, may be up to 100% of the ticketed price. Please ask if any such charges apply before making changes, as all changes at your request are payable by you.

*\*Please see the Terms & Conditions for full information on our Pricing Policy and applicable guarantees, as well as deposit, final payment, and cancellation terms.*

## APPLICABLE AIRFARE TAXES & FEES

Air-inclusive price quotes will include all government-imposed taxes and fees applicable at the time of booking and will be shown as a Total Amount. The total airfare price, the base airfare price, and the applicable government taxes and fees are broken-out line-by-line and shown on the invoice after your travel is booked. Additional airline fees for baggage may apply and are not included in the total amount. Please refer to our website or carrier websites for current baggage pricing information. For return travel from some countries, international travelers are required to pay entry and/or exit fees at the airport. These fees will be collected by the local government and are payable by the traveler at time of travel. Your confirmation booking information will contain information about these fees.

## BUSINESS CLASS/PREMIUM ECONOMY UPGRADES AVAILABLE

Business class and/or Premium Economy upgrades may be available for purchase. Please inquire at the time of booking for applicable price quotes.

*NOTE: Domestic connection flights and intra-Europe flights typically do not have upgraded cabins available in conjunction with international upgraded service.*

## FREE AIRPORT TRANSFERS

When you book your Globus tour air-inclusive, transfers from/to the airport to/from your start/end hotels are included on brochure dates. This can be a substantial saving, as a taxi transfer in some cities is as much as \$85 each way. Transfers will be provided only if confirmed by Globus. Look for confirmation of your transfer in your important travel documents.

## HASSLE-FREE BOOKING

With Globus, think of your entire vacation as one-stop shopping. Rather than spending hours researching flight options to coordinate with your vacation dates, let us handle the work. And when we book your flights, if there are any changes to your vacation schedule, we make the flight changes for you.

## SELECTING YOUR FLIGHTS

In most cases you'll be offered a choice of carriers and flight schedules as well as price points to choose from when selecting your flights. Your schedule will be provided to you at the time of booking (schedules are subject to change by carriers). Since seats for our low-cost airfares fill

quickly, we urge you to book early. Air-inclusive reservations cannot be made later than 10 days prior to departure. Additional rules may apply. Ask your Travel Consultants for details.

## TRANSPORTATION SECURITY ADMINISTRATION (TSA)

Due to increased travel security around the world, the Transportation Security Administration (TSA) requires airlines to collect this information in accordance with the Secure Flight Program enacted by the U.S. Department of Homeland Security. If the full name on the airline reservation does not exactly match the full name on the passport, you may not be allowed to board the plane. It is also important that this information be provided correctly at the time of booking, as any changes to your flight booking, which includes spelling, could be subject to a change fee, penalties, higher fares, new schedule, and /or cancellation. Secure Flight Passenger Data (SFPD) includes the Name as it appears on the government-issued ID the passenger plans to use when traveling, date of birth, gender, Known Traveler Number, and Redress Number (if applicable). This information is required within 10 days of booking air with the Globus family of brands.

## RECEIVING YOUR ETICKET

Your eTicket receipt is published within your travel documents and will be received by your Travel Agent two to three weeks prior to vacation departure. For late bookings, travel documents, including the eTicket receipt, are sent after final payment is received. Special service requests such as special meals or advising of a frequent flyer, if applicable, may be done by your Travel Agent or directly with the air carrier.

Please retain your ticket copy and boarding passes in the event you need them later for proof of your flights (to accumulate frequent flyer miles, for example). We are unable to supply ticket copies after your return.

## WE ALSO ACCEPT YOUR RESERVATION ON A LAND-ONLY BASIS

While booking your vacation air-inclusive gives you all the advantages described here, you can also choose the land-only option. Travelers who make independent flight arrangements on regularly scheduled direct flights (including chartered flights) may reserve our airport transfer service. Please contact your Travel Consultant about restrictions, availability, and dates at time of booking or send a photocopy of your itinerary with arrival and departure flights and dates, plus your Globus invoice number, to the Globus Transfer Department. Flight details should be sent apart from other correspondence or payments and must be received no later than five weeks prior to departure.

## AIRPORT TRANSFERS

Transfers are available for flights arriving/departing within the following times on day of tour arrival and departure:

Amman QUEEN ALIA INT.	24 hours	Munich F. J. STRAUSS	6 am – 3 pm
Athens INTERNATIONAL	24 hours	Rome FIUMICINO	24 hours
Barcelona INT.	6 am – 3 pm	Tel Aviv BEN GURION	24 hours
Berlin TEGEL	6 am – 4 pm	Toulouse	
Dublin INTERNATIONAL	6 am – 1 pm	ARRIVAL	8 am – 4.30 pm
Lisbon PORTELA	6 am – 4 pm	DEPARTURE	8 am – 6 pm
Madrid BARAJAS	6 am – 3 pm	Venice MARCO POLO	6 am – 3 pm
Mexico City	24 hours	Warsaw F. CHOPIN INT.	6 am – 3 pm

Please see your travel documents for full details regarding set pick-up times at designated airport locations. For very early departures, please note that breakfast cannot be provided.

Private airport transfers can be arranged when you purchase extra nights before or after the vacation (for rates, please contact us). Transfers cannot be provided when you join late or leave early. Flight information is required for transfers at the time of booking.

# TERMS & CONDITIONS

## PLEASE READ CAREFULLY

1. The purchase/payment of any travel services offered by Lontours Canada Limited, authorized to do business as Globus, Cosmos, and Avalon Waterways (hereinafter "Globus"), constitutes a contractual arrangement between the Traveller ("you") and Globus, and represents your acceptance of the Globus Terms & Conditions. You must be at least 18 years of age to make a booking. As the lead traveller, you accept, and confirm you have authority and consent to accept, these Globus Terms & Conditions for yourself and all members of your travelling party.

2. Terms & Conditions are accurate at time of printing and are subject to change prior to booking. You are advised to check on the websites or request the latest version of the Terms & Conditions from your Travel Agent or Globus prior to booking your vacation.

## HOW TO MAKE YOUR RESERVATION

3. To make your reservation, see your Travel Agent, or for more information, visit our website at [Globusjourneys.ca](http://Globusjourneys.ca) or call Globus reservations at 1.800.268.3636

## LAND DEPOSIT

4. A \$250 non-refundable, non-transferable, per-person, per-vacation deposit is required to reserve space for you, with some limited exceptions, as noted below. Globus accepts cheques, money orders, Visa, MasterCard, and American Express. Payment of the deposit indicates you have read and accepted these Terms & Conditions. Your booking is not confirmed until the deposit is processed by Globus and you receive a confirmation invoice.

## INVOICING

5. You are responsible for verifying everything on your invoice is accurate and complete, including dates of travel, options selected, and that each name matches the relevant passport. Globus cannot accept responsibility if we are not notified of inaccuracies within 10 days of sending out the invoice. Changes are subject to the fees and penalties noted below. In the case of billing errors, Globus reserves the right to re-invoice you with correct pricing.

## LAND FINAL PAYMENT

6. Final payment for your vacation is due 45 days prior to commencement of services, with some limited exceptions, as noted below. Within the final payment date, payment in full is required at time of booking to reserve space. Reservations (land, cruise, and air) are cancelled if final payment is not received by the due date; cancellation penalties apply, as noted below. For group reservations, Travel Agents should refer to the Group Policy, which will be provided to you by Globus upon request and is also located on the Travel Agent Portal.

## EXCEPTIONS APPLY TO THESE VACATIONS

7. The following deposit and/or final payment dates apply to these vacations. Please see your invoice for more information on deposit and/or final payment dates.

- For vacations that include Oberammergau in 2020, an additional \$500 per-person non-refundable deposit is due on June 15, 2019. Initial deposit prior to that date is the standard \$250 per person non-refundable.

## VACATION ACCEPTANCE

8. Acceptance on the vacation is subject to presentation of the Traveller Certificate, which will be available in your final Travel Documents.

## GLOBUS AIR OPTIONS

9. Flex-Air and Instant Purchase Air: Flex-Air allows flexibility if you want to make changes to your vacation schedule; Instant Purchase Air may offer additional airline options, but has more restrictions. Some vacations may only offer one air option.

## AIR-INCLUSIVE VACATIONS & FINAL PAYMENT

10. Additional deposits or payments are required for international air added to the start and/or end of your vacation and/or for intra-vacation air, as specified in the itinerary ("air-inclusive vacations"). Air-inclusive vacation pricing is guaranteed upon

receipt of full land plus air deposit or land deposit plus full airfare price, depending on type of airfare purchased (Flex-Air or Instant Purchase Air).

11. Flex-Air: A \$300 non-refundable, non-transferable, per-person air deposit is required at time of booking a Flex-Air air-inclusive vacation package. Applicable land deposit, as above, is also required at time of booking. Once ticketed, cancel/change penalties of at least \$300 per person up to 100% of the air price will apply.

12. Instant Purchase Air: Full air payment plus a non-refundable service fee (\$80 per person for all destinations) is required, and will be included in the quote, at time of booking for Instant Purchase Air booked in conjunction with a Globus vacation. Applicable land deposit, as above, is also required at time of booking. Once booked, Instant Purchase Air is non-changeable and non-refundable after 24 hours from purchase.

13. Air-inclusive packages (Flex or Instant Purchase) are only available from the Canada.

14. Intra-vacation air may be Flex-Air or Instant Purchase Air and will be advised at time of booking. For Flex Intra-Vacation Air, an additional \$250 per-person, non-refundable, non-transferable air deposit is required. For Instant Purchase Intra-Vacation Air, full air payment plus a non-refundable service fee \$80 per person for all international destinations) is required, and will be included with the quote, at time of booking for Instant Purchase Intra-Vacation Air booked in conjunction with a Globus vacation. Applicable cruise and Flex-Air deposits or Instant Purchase Air full payments, as above, are also required at time of booking. Intra-vacation air is non-refundable after final payment.

15. Air-inclusive vacations include all taxes, fees, and fuel surcharges. These taxes and fees include:

- September 11th Security Fee up to \$11.20 per person
- Passenger facility charges up to \$18 per person
- Federal domestic flight segment fees up to \$4.10 per segment
- All U.S. and international arrival and departure and other government-imposed fees added by the airlines and applicable at the time of booking

## BOOKING CANCELLATIONS & FEES

16. If a booking cancellation is received by Globus prior to the final payment date of your vacation, your per-person non-refundable land deposit and Travel Insurance payments will be retained in addition to your Flex-Air deposit, Instant Purchase Air payment and service fee, and/or intra-vacation air deposit or payment.

17. For individual reservations, the following per-person cancellation fees apply for cancellations within final payment date. Total price does not include discounts, promotions, or special incentives. (For group reservations, refer to the Group Policy.)

18. Travel Insurance payments are always non-refundable once purchased and will be added to the cancellation fees noted below.

19. Standard Cancellation Fees

- 45-22 days prior to commencement of services: 20% of total price\*
- 21-8 days prior to commencement of services: 30% of total price\*
- 7-1 days prior to commencement of services: 50% of total price\*
- On departure day and later: 100% of total price\*

## EXCEPTIONS TO THE STANDARD CANCELLATION FEES

20. For Globus and Cosmos vacations that include Oberammergau in 2020, the following cancellation fees apply:

- 45-22 days prior to commencement of services: 40% of total price\*

- 21-8 days prior to commencement of services: 60% of total\*
- 7-1 days prior to commencement of services: 80% of total price\*
- On departure date or later: 100% of total price\*

21. For Avalon Waterways vacations, including those with Oberammergau, the following cancellation fees apply:

- 90-60 days prior to commencement of services: 35% of total price\*
- 59-30 days prior to commencement of services: 50% of total price\*
- 29-1 days prior to commencement of services: 80% of total price\*
- On departure day and later: 100% of total price\*

22. \*Total price does not include any Instant Purchase Air or Instant Purchase Air service fees, which are non-refundable after 24 hours from purchase. Intra-vacation air is non-refundable after final payment.

23. Cancellation fees may also apply to any additional services, including extra night accommodations, independently supplied services, and optional excursions reserved prior to, during, and after the tour. If flight changes, including, but not limited to, flight cancellations or name changes, are requested after full land and air deposits are received, revision fees, change fees, or airline cancellation fees will apply (see "Revision Fees" below). In many instances, airline revision or change fees can be up to \$300, but in some instances may be up to 100% of the ticket price. Cancellation penalties will be quoted at time of cancellation.

## TOUR CANCELLATIONS

24. Globus reserves the right to cancel or reschedule any vacation departure for any reason, including insufficient demand or force majeure. If a vacation is cancelled prior to departure, Globus' only responsibility will be to refund the amount received for the reservation. Globus will try to rebook the same vacation with a different departure date, or a similar vacation, but there is no guarantee of availability of offering. For air-inclusive vacations, Globus will try to confirm air schedules for the selected new dates, subject to availability. Globus cannot assume responsibility for any additional costs or any fees relating to the issuance and/or cancellation of air tickets or other travel arrangements not made through Globus.

## REVISIONS & REVISION FEES

25. In addition to any airline-imposed change fees, a fee of \$30 per transaction will be charged by Globus for any alteration or revision made to a reservation after deposit is received. Any revision to a booking, including, but not limited to, flight cancellations or name changes, may result in the loss of confirmed airline reservations or increased airfare, which will be payable by you. In many instances for Flex-Air purchases, airline revision or change fees are up to \$300, but in some instances may be up to 100% of the ticket price. Instant Purchase Air and associated service fees are non-refundable and non-changeable after 24 hours from purchase; thus, alterations or revisions to a booking with Instant Purchase Air will require new air to be purchased, and is subject to full payment, as above.

26. Intra-vacation air and hotel penalties may also apply to alterations or revisions to a booking, and may be up to 100% of the full price.

27. A change of traveller name, vacation date, or itinerary within final payment will be treated as a full cancellation and new reservation; vacation and airfare cancellation fees, as above, apply.

## AIR ARRANGEMENTS

28. Airfare may be purchased through Globus for travel originating from Canada. All carriers are independent operators and are not owned, managed, or operated by Globus. Your airline ticket is a contract between you and the air carrier only, even if you purchase through Globus. By purchasing your air services through Globus, you waive all liability for Globus for such air services.

29. Globus is not responsible if an airline cancels, reschedules, or delays a flight for any reason. If you purchased air through Globus, we will try to assist in making new arrangements, provided you have not already checked in with your airline for your first flight segment. After check-in, you must work with the airline directly to reach your destination or to make any alternate arrangements, including amendments to return services. Airline fees often apply for modifications to air schedules not related to airline-imposed flight cancellations, reschedules, or delays. These fees will be payable to the airline directly at time of request.

30. If you miss your departure flight or connection, it is your responsibility to work with the airline on which you are ticketed to reach your destination. No refunds will be provided by Globus for portions of trips missed due to cancelled, rescheduled, or delayed flights after airport check-in, nor is Globus responsible for any additional expenses you may incur prior to joining your trip if you miss your departure flight or flight connection.

31. For air purchased through Globus, if any air schedule requires an overnight stay in a gateway city, Globus can assist you with hotel reservations; however, the cost of the overnight stay (including, but not limited to, hotel and meals) is your expense. Air routings are subject to availability. Routings are not guaranteed and are subject to change at any time.

32. If you make your own flight arrangements, Globus will not be responsible for any loss resulting from cancellation or changes in international gateways, itineraries, or travel dates. We recommend that you do not purchase airline tickets with high penalty charges for changes.

#### TSA AIRLINE INFORMATION

33. Many countries have enacted legislation requiring airlines to collect information from you for the purposes of identifying and approving passengers before entering their country. The information that you provide may be shared with law enforcement or intelligence agencies or others under their published systems of records notice. At time of booking a vacation with reservations, Globus will collect the required information and add it to your air booking to pass it to the airline(s). The information includes full name, date of birth, gender, and address number (if available). Failure to provide the required information at time of booking may result in the loss of confirmed flights and airline price, as information is required for ticketing. Rebooking lost airfare is subject to schedule availability at time of rebooking and may result in alternate flight schedules and/or increases in airfare price. Any increase in airfare price is payable by you.

#### INSECTICIDE

34. Some countries may require aircraft cabin insecticide treatment for inbound foreign flights. For more information about aircraft disinfection requirements and a list of countries requiring disinfection of inbound flights, visit <http://ostpxweb.dot.gov/policy/safetyenergyenv/disinsection.htm>.

#### FREQUENT FLYER & HOTEL REWARD PROGRAMS

35. Frequent Flyer mileage accrual is at the discretion of the airline(s), and is not always granted for airfare purchased through Globus. You will need to contact the airline(s) directly for information on Frequent Flyer Programs and any applicable reward mile accrual. Globus cannot assist with this process. Cancellation penalties, as noted above, will apply to all airfare, regardless of accrual grants. Take this into consideration before purchasing airfare.

36. Hotel rewards/points cannot be earned or redeemed with hotels used by Globus.

#### ENGLISH

37. All Tour Directors, Local Hosts®, Local Guides, and ships' crews speak English, and all vacation commentary is conducted in English only. For maximum enjoyment and understanding, you should be able to read and speak English.

#### AUTHORITY TO REMOVE OR REFUSE PASSENGERS

38. In the sole discretion of Globus, Globus may refuse transport to any passenger or may require any passenger to leave the tour if it is reasonably believed that the passenger (1) is dangerous to others or to himself or herself, (2) has engaged in, is engaged in, or is threatening to engage in,

behaviour that may adversely affect the safety, security, comfort, enjoyment, or well-being of other passengers or Globus representatives, including, but not limited to, behaviour that is disruptive, verbally abusive, physically abusive, obnoxious, harassing, discriminatory, or obscene; or (3) has failed or refused, or is failing or refusing, to follow Globus' rules and procedures or the instructions of Globus or its representatives. In the event a passenger is removed, such passenger may be left at any city without any liability to Globus or its representatives. Globus shall not be required to refund any portion of the price paid by any passenger who is removed under the terms of this paragraph, nor shall Globus be responsible for expenses for lodging, medical care, meals, transportation, or any other expenses incurred by the passenger. Globus shall be entitled to recover from the passenger any costs or expenses incurred by Globus or its representatives in the removal of the passenger or the exercise or enforcement of this clause.

#### TRAVELLERS WHO NEED SPECIAL ASSISTANCE ON TOUR AND/OR CRUISES

39. You must report to Globus any disability requiring special attention while on tour or on cruise at the time the reservation is made. Globus will make reasonable attempts to accommodate the special needs of disabled travellers, but is not responsible in the event it is unable to do so nor responsible for any denial of services by air carriers, hotels, restaurants, or other independent suppliers. Globus does not provide personal services (such as pushing a wheelchair, assisting with walking, etc.) and Globus does not provide individual assistance to a vacation participant for walking, dining, getting on and off coaches, cruise ships, and other vehicles, or other personal needs. A qualified and physically able companion should accompany travellers who need such assistance.

40. If we are not notified at time of reservation of any disability requiring special attention, Globus reserves the right to cancel your booking or terminate your vacation if your special needs or disabilities are not suitable for the vacation, pose a threat to the health and safety of other participants or Globus staff, are incompatible with other travellers, or if you are not travelling with a companion who provides all the assistance you require. Globus will not refund or cover any costs or expenses incurred for cancellation, booking, or termination of the vacation. Cancellation penalties, as above, apply.

41. Not all sightseeing stops/sites accommodate wheelchairs, and some locations and sightseeing activities require extensive standing, sitting, or walking—sometimes on unpaved or cobblestone streets. Globus will not refund or cover any cost or expense incurred for any missed activities due to a participant's inability to fully participate with the group. Most transportation services, including the touring motorcoaches and cruise ships, are not equipped with wheelchair ramps. Although some of our ships have elevators, many small ships do not. Passengers requiring ship elevators should inquire before making reservations.

42. Motorized scooters and motorized wheelchairs are not suitable for international travel and are not permitted on Globus tours. Other than on domestic (USA) vacations, arrangements cannot be made to carry or use these on tour or cruise, and if you bring one, you will be asked to make alternate arrangements for transporting the scooter to your end destination at your expense. With prior permission and waivers, we will attempt to accommodate motorized scooters on domestic (USA) vacations, depending on the suitability of the itinerary.

43. Dietary requests and preferences must be provided to Globus at the time of booking. Generally, special dietary or meal requests cannot be processed and are subject to availability at the hotel or venue. There is no guarantee of availability, however, and there may be an additional charge associated with such request which is payable by you at time of service.

#### MEDICAL AND HEALTH

44. Globus does not employ medical personnel. Any medical attention you require while travelling with Globus must be sought through a local medical facility, if/when available, for diagnosis. All related charges are at your expense. Globus cannot guarantee the availability of medical facilities or for the quality of the care or services.

45. Globus reserves the right to remove or quarantine any passenger who shows signs of illness, or who poses a threat to the safety and health of other passengers. Removal or quarantine of passengers for any health, safety, or behaviour-related assessment is at the sole discretion of Globus. Any costs incurred for medical assessments, diagnosis and/or any other medically-related charges are your responsibility to pay and are due at time of services. Passengers will be allowed to rejoin Globus with confirmed medical certification from a licensed health practitioner indicating fit to travel without causing harm or posing a safety threat to other passengers.

#### YOUNG TRAVELLERS

46. Travellers who are under 18 years old on the departure date must be accompanied by an adult throughout the vacation and are requested to share an adult's accommodation.

47. Children under 8 years of age are not allowed on any Globus vacation. For any special requirements regarding airline tickets for children, contact your airline directly.

48. The following young traveller discounts apply to Globus vacations. The below discounts apply when sharing accommodation with one adult. To receive the young traveller's discount, the age of the traveller must qualify at commencement of services.

- On Globus escorted vacations, young travellers ages 8-17 receive a 10% discount on the base land vacation price.
- There is no young traveller discount on vacations on Avalon Waterways.

49. Due to heightened security, many countries have adopted practices to prevent international abductions of children. If a child will be travelling with adults other than the parents or with only one parent, it is recommended that a notarized letter be written by the parents or non-travelling parent granting authorization to travel, including the dates of travel. We suggest that you also contact the appropriate consulate and airlines because they may have additional requirements or recommendations.

#### SMOKING & ILLEGAL DRUGS

50. Smoking is not allowed on transportation that is exclusively provided by Globus. On cruise ships, smoking is restricted to certain areas of the vessel. Smoking includes cigarettes, e-cigarettes, cigars, e-cigars, or any other smoking device.

51. Many hotels, restaurants, and other venues are smoke-free or have non-smoking regulations in public spaces. Smoking may be restricted to certain areas or not allowed. You are responsible to abide by all third-party smoking policies.

52. Any carriage or possession of illegal drugs will result in immediate termination of the Globus Vacation. You are responsible for knowing and observing the Licensing Laws for drug possession for all countries and states you are visiting. Repatriation is at your expense.

#### MOTORCOACHES

53. Globus follows a mandatory, daily seat rotation on motorcoaches. For the enjoyment of all passengers, you must adhere to the rules of the Tour Director regarding seat rotation. Alcohol consumption is not allowed on board Globus motorcoaches.

54. Many local laws require the use of seatbelts while traveling. When seatbelts are provided, you are responsible for wearing your seatbelt. Globus is not liable, nor are our service providers, for any injury, loss, damages, claims, or death resulting from any accident or incident if you were not wearing your seatbelt at the time of the accident or incident when the motorcoach is equipped with them.

#### PRICE POLICY

55. All vacation prices are based on rates (reflecting foreign exchange rates) known at the time of publication and expected to be in effect at the time of departure, and do not include airfare, except where noted on specific itineraries. Vacation prices are per person, based on double occupancy (two people sharing a room). Single room supplements and triple reductions are listed where applicable. Not all accommodation types are available on all vacations.

56. Prices are subject to change without notice, subject to the guarantees set forth below.

57. Once Globus has received your full land deposit for any cruise vacation, that land price is guaranteed and you are protected against any base land price increase due to currency surcharge. Any subsequent land or cruise cost increases are at Globus' expense, not including energy cost increases and/or any government tax increases.

58. Pricing for air-inclusive vacations, including those with intra-vacation air, are guaranteed when Globus has received your full land plus air deposits and/or full air payment, as noted above. Globus reserves the right to ticket Flex-Air bookings, and vacations with intra-vacation air, upon receipt of full land and air deposits; thus, any subsequent revisions made at your request are subject to airline-imposed change fees, cancellation fees, and/or changes in airfare price, which are your responsibility to pay. Instant Purchase Air is ticketed upon receipt of full air payment; thus, full cancellation fees, as noted above, apply.

59. Vacation departures in 2019 are subject to itinerary modifications. Full details will be available in September 2018. Travellers have the right to cancel their reservation without penalty within 7 days of notification in the event of itinerary modifications for departures in 2019 prior to the release of the 2019 brochure (excluding vacations with Oberammergau in 2020). Vacations with Instant Purchase Air will receive full refunds for changes to vacations or vacation dates in 2019 with the release of the 2019 brochure, providing notification of cancellation is received within 7 days. Vacations that include Oberammergau in 2020 are final and are subject to full cancellation penalties.

#### VISAS & PASSPORTS

60. It is your responsibility to verify all visa and passport requirements necessary for your vacation. You are responsible for obtaining independently and paying for all visas and entry documents, for meeting all health and other requirements, and for any documents required by the laws, regulations, orders, and/or requirements of the countries you will visit. Globus cannot accept liability for any passenger refused entry onto any transport or into any country due to failure of the passenger to carry correct documentation or adhere to specific entry and exit requirements. All visa information listed on the website, in documents, or in the brochure is for Canadian citizens only. Non-Canadian citizens must consult with appropriate consulates to determine if any visas or other documents are needed.

61. You must have a passport to travel internationally. Most countries require that the passport be valid for at least six (6) months beyond the conclusion of your trip. It is recommended you have a minimum of three blank pages in your passport when travelling. Multiple-entry visas are required for some vacations. The process of obtaining a visa and/or passport can take up to three months or more.

#### HOTELS, ACCOMMODATIONS & TRANSPORTATION

62. The hotels listed on the website or in the brochure are intended to be used on all departures; however, hotels are not guaranteed. Globus reserves the right to substitute other hotels than those listed on the itinerary pages. If a change becomes necessary for any reason, including alternate hotels for additional departures on the same date, or hotel location changes within or outside itinerary cities, the hotel substituted will be of equivalent quality to those shown. No refunds are provided for hotel changes; full cancellation penalties, as noted above, apply.

63. Globus contracts twin-bedded rooms. Double-bedded rooms may be requested but are never guaranteed. Triple rooms are the same size as twin-bedded rooms and are at the discretion of the hotel. Triple rooms will have beds to accommodate three people, but three separate beds cannot be guaranteed. The additional bed, if available, is often a roll-away bed put in for the night. If there are only two beds, a roll-away may be requested but cannot be guaranteed. If available, additional charges may apply for a roll-away and are payable by you directly to the hotel. Some hotels do not offer triple rooms. When a triple room is not available, hotels may provide one twin-bedded room and one single room.

Single supplements ensure your own room, not necessarily a twin- or double-bedded room. Single rooms in hotels are

generally smaller in size and may be less conveniently located. On overnight ferries, single cabins may not be available or are limited and singles may be asked to share.

64. Room and bed preferences are not guaranteed.

65. Check-in times vary worldwide; Globus cannot control or guarantee check-in times.

66. Air-conditioning in European hotels is not guaranteed and dependent upon local and national laws and regulations. Though hotels may have air-conditioning as a listed amenity, the usage of air-conditioning is often not available at night or from October-May. Other restrictions may apply. Globus has no control over air-conditioning restrictions and regulations.

67. In the rare event included train or air services are unavailable, alternate services will be provided. Itinerary timings are approximate and are subject to change.

#### BAGGAGE ALLOWANCE & LIABILITY

68. Portage at hotels for one suitcase per person is included in the vacation price. Airport/train station portage is not included, unless otherwise specified in your travel documents. Be prepared to carry your own suitcase on and off airplanes and trains and through airports and train stations. Regulations within most airports require travellers to handle their own luggage through customs.

69. Your single bag should have dimensions not exceeding 30"x21"x11" and weight not exceeding 50 lbs (22 kg). We regret that we are unable to accept a second suitcase or any luggage exceeding these limits on any Globus vacation. Some vacations have more restrictive regulations than those listed above. Refer to your Travel Documents for more information.

70. Air carrier restrictions may vary from the limitations listed above. Size and weight limitations for carry-on and checked baggage vary from airline to airline and even according to destination. While making an air-inclusive booking, you will be provided with baggage fee information. After booking an air-inclusive booking, up-to-date information on carrier-specific standard checked baggage allowance (including size and weight limitations), the standard allowance (and fee, if applicable) for carry-on baggage, and the standard fee for the first and second checked bag, along with the information about additional discounts that may apply depending on flyer-specific factors (e.g., frequent flyer status, military, credit card used for purchase, or early purchase over the Internet, etc.), can be found on the carrier's website or by accessing iflybags.com. Globus is not responsible for additional fees imposed by air carriers for baggage, and these fees are not included in the air-inclusive vacation price. You will be required to pay these fees directly to the airline at check-in.

71. No responsibility is accepted by Globus for loss of or damage to baggage or any of the traveller's belongings throughout the duration of the vacation. Travellers are strongly encouraged to not bring valuables such as jewelry and large amounts of cash. Any such valuables should not be left in baggage out of the control of the traveller. Baggage insurance is recommended. See the Globus website or back of this brochure for an all-inclusive Travel Insurance plan.

72. Carry-on bags should not exceed the dimensions of 12"x11"x6". For safety reasons, wheeled carry-on bags are not suitable as hand luggage on motorcoaches and mini-buses. Carry-on bags must be small enough to store in overhead bins or under the seat in front of you on motorcoaches and other transportation.

#### TRAVEL DOCUMENTS

73. Passenger Travel Documents, including e-ticket itineraries, are sent by regular ground delivery approximately 2-3 weeks prior to departure, provided full invoice payment has been received. If available, a service charge per reservation is added for documents requested in advance, early air ticketing and/or for delivery to multiple addresses, and for delivery outside Canada; charges will be quoted at time of reservation.

#### GRATUITIES

74. Gratuities are included for services during the land stay of your vacation. This includes wait staff at included meals, hospitality staff at hotels for nights purchased through Globus,

and portage at hotels for one suitcase per person. Gratuities for your Tour Director, Local Hosts®, Local Guides, driver, and ship's crew are not included in the vacation price (unless otherwise noted in pricing details) and are discretionary.

#### TRANSFERS

75. Unless otherwise specified on your invoice, transfers arranged by Globus are provided by independent transportation companies and are group transfers operated by motorcoach and may have pre-set departure times. Globus is not responsible for flight delays, delays in immigration or customs, delays due to lost baggage, or for any reason beyond our control if you miss your transfer. Missed transfers are non-refundable.

#### NOT INCLUDED IN THE LAND/CRUISE VACATION PRICE

76. The following charges are not included in the land/cruise vacation price, unless otherwise noted: airfare to and from the start of your vacation; intra-vacation air, unless specified in the itinerary; airline baggage fees including checked and/or excess baggage fees; GST, HST & PST; Federal inspection fees for the Federal U.S. Customs and Immigrations; International Air Transportation tax; agricultural tax; other per person taxes imposed by government entities; airport taxes and fees, including the September 11th Security fee up to \$11.20 per person, passenger facility charges up to \$18 per person, Federal domestic flight segment fees up to \$4.10 per segment, and U.S. and international arrival and departure and other government-imposed added by the airline and applicable at time of booking; port taxes; passports; visas and vaccinations; tips to your Cruise Director, Local Host, driver, Local Guides, and/or ship's crew; gratuities on ferries, trains, and cruise ships; laundry; telephone; minibar; alcohol, beverages, and food outside of the contracted Globus menu as presented at a hotel or restaurant or onboard your vessel (these extra items will be billed to you before leaving the hotel, ship, or restaurant); airport transfers on non-qualifying flights; optional excursions; portage at airports and train stations; Travel Insurance; and all other items of a personal nature.

#### REFUNDS

77. Any request for refunds is subject to these Terms & Conditions; no refund will be made for unused services for unused transportation where group activity tickets are involved, or for voluntary modifications made by the traveller. Airport transfers are complimentary with air booked through Globus on qualifying flights and dates. Not all flights or dates qualify. Customers not using the included transfer will not be given a cash equivalent or vacation price reduction.

#### SERVICE INQUIRIES AFTER THE VACATION

78. As it is difficult and sometimes impossible to properly investigate a complaint if Globus is not advised of such complaint quickly, any compensation you may have been able to claim could be reduced or even forfeited if you do not follow the complaints procedure set out in this clause.

79. After returning from your vacation, if you wish to inquire about any services provided, ensure that all correspondence relating to those services is received by Globus, Traveller Services, Lontours Canada Limited. (see address under "Responsibility"). Any complaint or claim involving the vacation services offered in the Globus brochure or on the Globus website, involving the negligence of any suppliers, sub-contractors, or agents in relation to any service provided to the vacation participant, must be notified to Globus while on vacation or within 30 days of the vacation completion, except where such time limitations are prohibited by law.

#### HOLIDAYS

80. During local or national holidays or special events, peak seasons, on Sundays, and during religious occasions, certain facilities such as museums, churches, restaurants, sightseeing tours, hotels, and shopping may be limited or not available. Alternatives will be offered whenever possible. Globus cannot be held responsible for any closures, necessary itinerary changes, or curtailments for any reason.

#### SAFETY

81. Be aware that during your participation on vacations operated by Globus, certain risks and dangers may arise beyond our control, including, but not limited to: the hazards of travelling in undeveloped areas; travel by boat, train, automobile,

aircraft, or other means of transportation; forces of nature; political unrest; acts of lawlessness or terrorism; and accident or illness in remote regions without means of rapid evacuation or medical facilities. Globus will not have liability regarding provision of medical care or the adequacy of any care that may be rendered. While Globus will use its best efforts to ensure that adequate measures are taken, by agreeing to participate in a vacation and/or optional excursions you agree that you will hold Globus harmless regarding any provision of medical care or the adequacy of any care rendered. Globus is not responsible for such risks and dangers that may arise beyond our control. Payment of your deposit indicates you accept these risks and dangers and agree to hold Globus harmless for such.

82. No weapons of any type are permitted on Globus vacations at any time. This includes, but is not limited to, firearms, knives, mace, brass knuckles, and other weapons of any type.

#### PHOTOGRAPHS & PICTURES

83. Photographs or pictures appearing in this brochure should be used solely as an indication of facilities and attractions. Actual facilities and attractions may vary according to itinerary. Maps shown on the vacation pages are current at the time of printing and may not reflect the actual routing should the itinerary change.

#### OPTIONAL EXCURSIONS

84. Optional excursions ("the Services") available for booking are provided by local operators or other third parties that are entirely independent of Globus and do not form any part of the product or services sold to you by Globus or of these Terms & Conditions, even where Globus suggests particular operators/ other third parties and/or assists you in booking such optional shore excursions. Your contract for such Services will be with the organizer or operator of that Service, and will be subject to its Terms & Conditions, which may contain exclusions or limitations of liability. Globus has no liability for any such optional excursion or for any act(s) or omission(s) of the organizer or operator or for any of its employees or agents or any other person(s) connected with the optional excursion.

85. Any advice or assistance on or with any Service provided by any local representative does not mean or imply that the Service is sold, supervised, or controlled by Globus, or that any such advice or assistance is given on behalf of Globus. Vacation participants are asked to check with the operator of any optional excursion and the applicable Terms & Conditions before booking.

86. For operational reasons, not all optional excursions listed in the cruise itinerary, in print, online, or in travel documents may be available during your vacation. Your Tour Director will advise of availability while on the tour.

87. Optional excursions purchased online are subject to the Optional Excursions Term & Conditions which can be found on MyGlobus.

#### FORCE MAJEURE

88. Globus assumes no liability for any loss, damage, or entry of any nature in whole or in part resulting from an Act of God or any other force majeure condition, including, without limitation: fire, volcanic eruption, environmental pollution or contamination, inclement weather, earthquake, low or high water levels, flood, water or power shortages or failures, tropical storms or hurricanes, riots or civil commissions or disturbances, and any other acts of a similar nature, sabotage, arrests, strikes or labor disruptions, restraint of rulers or peoples, expropriations, acts of terrorism, war, insurrection, quarantine restrictions, government health advisories, or warnings or alerts of any kind of nature, government seizures, refusal or cancellation or suspension or delay of any government authority or any license, permit or authorization, damages to its facilities or the travel supplier and its facilities, or any other unforeseen circumstances or any other factors unforeseen by Globus that impacts negatively on, or hampers, its ability to fulfill any of its contractual conditions. In the event that any of these conditions apply, Globus shall be excused, discharged, and released from performance to the extent such performance is so limited or prevented, without liability of any kind.

#### WI-FI

89. Wi-Fi connectivity on transportation provided by Globus (for tours where Wi-Fi is available on the motorcoach) is provided by an independent third party with separate Terms & Conditions of usage and acceptance thereof. These can be found online or will be made available upon request. Wi-Fi connectivity is not guaranteed, and is often disrupted, unavailable, and slower internationally than you are accustomed.

#### DATA PROTECTION

90. Some government agencies in foreign countries require Globus to collect and pass on in advance of travel certain personal and other details related to you, including, but not limited to, government-issued identification and passport details. If you fail to supply the details, as requested, fully and accurately, your trip may be interrupted or cancelled. There are no refunds for failure to provide documentation or failure to provide documentation by the time required.

91. We will use your personal data secured during your booking or during online check-in to process your booking with our suppliers. These details include your full name, address, date of birth, passport number and expiration date, occupation, credit/debit card information and any disability, medical conditions, or dietary restrictions disclosed to Globus for you and all of your travelling party.

92. It may be necessary to transfer these details to other countries or authorities in which the data protection and privacy laws are less stringent than ours. This may include requirements to pass details to our suppliers as well as certain governments or government-appointed bodies, or agencies in the interest of security or because we are obliged to by law. By making a booking with Globus, you agree to Globus storing, using, and passing on this data to other third parties for reasons as stated above and hold Globus not liable for the usage and protection of that data.

#### RESPONSIBILITY

93. Lontours Canada Limited, located at Centre Tower, 4th Floor, 3280 Bloor St. West, Suite 400, Toronto, Ontario, M8X 2X3, is an independent company ("the Company") licensed to market and distribute travel products under the Globus brand name, and arrange for the vacation services offered on this website, including transportation, sightseeing, and accommodations through independent contractors.

94. Air carriers, accommodations, and other suppliers (including, but not limited to, trains, cruises, ferries, motorcoaches, hotels, and restaurants) providing services are independent contractors and are not agents, employees, servants, or joint venturers of the Company or its affiliates. All certificates and other travel documents for services issued by the Company are subject to the Terms & Conditions specified by the supplier, which are available upon request, and to the laws of the countries in which the services are supplied.

95. The international carriage of passengers is subject to international conventions and treaties, where applicable. These international agreements limit and, in some events, exclude the carrier's liability to passengers (vacation participants). Where any claim or part of a claim (including those involving death or personal injury) concerns or involves any travel arrangements (including the process of getting on or off the transport concerned) provided by any air, sea, inland waterways, rail or road carrier, or any stay in a hotel, the Company's maximum liability is the maximum that would be payable by the carrier or the hotel keeper concerned under the applicable international convention, treaty, or regulation applicable to the travel arrangements or hotel stay (e.g., the Warsaw Convention, the Montréal Convention for international travel by air, the EU Regulation on Air Carrier Liability for air carriers with an operating license granted by an EU country, the Athens Convention for international travel by sea) in that situation.

96. After departure, if the Services included in the vacation cannot be supplied or there are changes in an itinerary for reasons beyond the control of the Company, depending on the circumstance, the Company will take reasonable action to arrange for the provision of comparable services.

Any resulting additional expense will be the responsibility of vacation participants, and any resulting savings will be refunded by the Company to vacation participants.

97. The Company reserves the right to accept or reject any person as a vacation participant; to expel any participant from the vacation; to make changes in the itinerary whenever the Company deems it necessary for the comfort, convenience, or safety of the participants; and to cancel a vacation at any time.

98. The vacation participant agrees that neither the Company nor its affiliates shall be liable for any damage, loss (including personal injury, death, and property loss), or expense occasioned by any act or omission of any supplier providing services, any insurer or insurance administrator under the Travel Insurance plan, or any other person.

99. Any dispute between the vacation participant and the Company, directly or indirectly relating to the Terms & Conditions and/or the vacation undertaken, shall be first submitted to mediation in Toronto, Canada, before a mediator mutually agreed to by the parties. If mediation is not successful, the dispute must be resolved by binding arbitration under Ontario law (Arbitration Act, 1991), where arbitration shall be conducted in English. The prevailing party shall be entitled to an award of costs and reasonable attorneys' fees. Any action to enforce the arbitrator's decision shall be brought in the courts of Ontario.

100. The Arbitration against the Company or the vacation participant shall be invoked in writing within a period of 12 months following the date of completion of the vacation and not later. Neither of the parties nor any affiliate of the Company shall in any case be liable for other than compensatory damages, and they hereby waive any right to claim punitive damages. This contract and all arbitration or other proceedings arising out of or related to this agreement is governed by and is to be construed in accordance with the laws of the Province of Ontario and the laws of Canada applicable therein. The prevailing party shall be entitled to an award of costs and reasonable attorney's fees.

101. Any action to enforce the arbitrator's decision shall be brought only and exclusively in the Courts of Ontario, Canada.

102. No person, other than an authorized representative of the Company by a document in writing, is authorized to vary, add, or waive any term or condition on its website or in its brochure, including any term or condition set forth in the preceding provisions.

#### TRADE NAME

103. GLOBUS and EVERY JOURNEY TELLS A STORY are trade and service marks owned and/or applied for and/or registered by Globus Gateway Ltd., Inc., in the Canadian Intellectual Property Office and in other global jurisdictions. Lontours Canada Limited is an authorized user of the trade and service marks GLOBUS and EVERY JOURNEYS TELLS A STORY No. 771817, owned by Globus Gateway Ltd., Inc. TMA No. 422975

104. COSMOS and TURNING TRAVEL DREAMS INTO REALITY are trade and service marks owned and/or applied for and/or registered by Cosmos European Travels AG, in the Canadian Intellectual Property Office and in other global jurisdictions. Lontours Canada Limited is an authorized user of the trade and service marks COSMOS and TURNING TRAVEL DREAMS INTO REALITY, owned by Cosmos European Travels AG. TMA No. 217260

105. AVALON WATERWAYS, and other AVALON formative marks, are trade and service marks owned and/or applied for and/or registered by Avalon Waterways, Inc., in the Canadian Intellectual Property Office and in other global jurisdictions. Lontours Canada Limited is an authorized user of the trade and service mark AVALON WATERWAYS and other AVALON formative marks, owned by Avalon Waterways Inc. - TMA NO. 6831300