

Terms & Conditions

By using Stonehouse Tours services, you agree to these terms and conditions. Please read them carefully.

DEPOSIT

A non-refundable deposit as required by suppliers. Cdn per person is required at time of booking. It is highly recommended that insurance be purchased at time of deposit to cover for any unexpected cancellation or change. There may be certain tours and arrangements which will require a higher deposit, the exact amount which will be advised and taken in addition to the usual deposit.

BALANCE OF PAYMENT:

Guaranteed balance of payment is required sixty (60) days prior to departure.

If full and final payment is not received by the due date, reservations are subject to cancellation. All cancellation fees will be charged to the credit card provided by the client, authorized to pay for travel services cancellation.

Changes to Confirmed Bookings/Late Bookings:

The Travel Agent will review upon receipt the details of each travel segment for accuracy, and immediately inform Stonehouse Tours of any concern. Otherwise, change fees and/or late booking fees will apply. Bookings made within 45 days of departure are subject to a CAD \$50 per person change fee as well as late booking fees. All requested changes to confirmed reservations must be made **in writing** to Stonehouse Tours.

Payments and Cancellation;

Cancellation penalties imposed by Stonehouse Tours suppliers are stringent, per person for land tour arrangements. The following cancellation terms apply effective as of the date Stonehouse Tours receives **written notice** of the cancellation.

CANCELLATIONS:

Cancellations received prior to final payment will incur loss of non-refundable deposit.

After the final balance is paid, the following cancellation schedule will apply:

Destination	Cancellation Penalties
Land Programs	60 days or more prior to departure: loss of deposit 40-59 days before departure: 50% of program cost 0-39 days prior to departure: 100% program cost
Amazon & Galapagos Cruises	60 days or more prior to departure: loss of deposit 0-59 days prior to departure: 100% of cost

Other specific supplier and cancellation penalties may apply in addition to cancellation and amendment fees charged by Stonehouse Tours. All cancellations required in writing.

No Refund for Unused Arrangements

As Stonehouse Tours prices are based on contract rates, there will be no refund for any unused portion of land arrangements. Some tours are based on minimum numbers of passengers travelling; if the number of passengers falls below the minimum required, a surcharge may be imposed or the tour cancelled and the customer will receive a full refund of the deposit in the original form of payment

Prices

Prices shown are based on tariffs and exchange rates at time of posting. Due to the volatility of exchange rates, Stonehouse Tours reserves the right to alter prices quoted should inflation, costs of fuel, labor or material or foreign exchange rates change. All rates are per person based on double occupancy, subject to availability at time of booking and may increase without notice. In the event of a pricing error, or any omission, Stonehouse Tours reserves the right to adjust the pricing or make any other corrections. In rare instances, certain entry fees and departure taxes must be paid in cash only upon entry and departure from a country and may vary in cost. Pricing is valid for travel dates indicated and blackout periods may apply. Inquire for additional information.

Price Increases

This contract permits price increases. No price increases are permitted after the customer has paid in full. If the price increase is more than 7% (except increases resulting from an increase in Retail Sales Tax or Federal Goods and Services Tax or Harmonized Sales Tax), the customer has the right to cancel the contract and obtain a full refund.

Not Included in Tour Costs

Following are examples of charges and fees not included in the tour cost: gratuities, fees for obtaining visas if applicable, travel insurance, entry fees and departure taxes, optional tours, any items of a personal nature.

Alterations to Tours

If between planning time and/or during actual travel circumstances require changes, Stonehouse Tours and its suppliers of travel services reserve the right to cancel or vary any itinerary and substitute components of any tour, including (but not limited to) hotels of comparable quality, if surface transportation changes, security matters, and/or events make such alterations necessary.

Living Standards

Living standards and practices at the destination and standards and conditions there with respect to the provision of utilities, services and accommodation may differ from those found in Canada.

Documentation & Vaccinations

It is the responsibility of the Travel Agent to ensure Customers are advised of the information and travel documents needed for each person for whom travel services are being purchased. This would include but is not limited to passports, visas, affidavits for minor children and any vaccinations or medical testing that may be required. Entry to another country may be refused even if the required information and travel documents are complete and Stonehouse Tours does not assume responsibility or provide refunds/compensation for refusal of passage or failed entry into another country.

FORCE MAJEURE

Stonehouse Tours will not be liable for any claims, losses, damages, costs, expenses, delays or loss of enjoyment, of any nature or kind whatsoever, resulting from events beyond our or a supplier's reasonable control, including but not limited, acts of God, natural catastrophes, strikes, lockouts or other labour disputes or disruptions, wars, blockades, insurrections, riots, to accident, terrorist act, epidemic, pandemic (including the COVID-19 pandemic), quarantine, breakdown of communication facilities, breakdown of web host, breakdown of internet service provider earthquakes, weather conditions, floods, national strikes, fire, explosion, or generalized lack of availability of raw materials or energy or governmental acts or omissions, changes in laws or regulations or restraints imposed by government authorities.

OPERATOR'S RESPONSIBILITY

Stonehouse Tours. and/or its agents, act only as agents for the client in all matters pertaining to travel. They assume no responsibility nor liability in connection with the service of any train, vessel, carriage, aircraft, motor or other conveyances which may be used, either wholly or in part, in the performance of its duty to the passenger; neither will it be responsible for any act, error, or omission, or any injury, loss,

accident, delay or irregularity which may be occasioned by reason of any defect in any vehicle or through the neglect or default of any company or person engaged in conveying the passenger; or for any hotel proprietor, or hotel service, or for any other person engaged in carrying out the purpose for which tickets or coupons are issued. In the event that it becomes necessary or advisable for the comfort or well-being of the passengers, or for any reason whatsoever, to alter the itinerary or arrangements, such alterations may be made without penalty to the operators. Additional expenses, if any, shall be borne by the passengers, conversely refund will be made to the passengers if any saving is effected thereby.

Whereby an airline ticket forms part of a tour program, the Airlines concerned are not to be held responsible for any act, omission, or event, during the time passengers are not on board their planes or conveyance. The passage contract in use by the Airlines concerned, when issued, shall constitute the sole contract between the Airlines and the purchaser of these tours and/or passengers. The right is reserved to withdraw any or all tours should such conditions warrant, also to decline to accept or retain any passengers as members of the tours. Stonehouse Tour can assume no responsibility for lost tickets or coupons.

Insurance

Travel Insurance is not included in the cost of the Customer's travel arrangements. It is highly recommended that all travellers be insured to provide coverage for illness during travel, medical emergency including hospital and medical expenses, cancellation due to illness prior to or after departure, delay, interruption, baggage and personal effects/lost luggage and baggage delay, accidental death and disability, travel accident. Without appropriate travel insurance, the client understands and agrees that if the client cancels or interrupts travel for any reason, portions of the trip/tour may not be refunded and Stonehouse Tours and travel suppliers cancellation penalties will apply resulting in the loss of monies up to the full cost of Customer's travel booking and related costs.

Written notice of any claims against Stonehouse Tours must be received no later than fourteen (14) days after return from the trip. Send notice of claim and related documents to: info@stonehousetours.com or by mail: Stonehouse Tours, 86 Ringwood Drive, Unit 30, Stouffville On. L4A 1C3. 1-866-640-5491

Reservation of Rights:

Reservation of Rights - Changes to These Terms

Stonehouse Tours reserves the right, in our sole discretion, to change these Terms at any time. Updated versions of the Terms will be posted on the website and are effective immediately on posting. www.stonehousetours.com

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