

**TERMS & CONDITIONS / DISCLOSURE NOTICE**  
PLEASE READ THIS NOTICE AND THE RECEIPT / INVOICE / ITINERARY IN ITS ENTIRETY  
- IT IS IMPORTANT-

In booking a travel service with Avenue Travel Limited, operating as Carlson Wagonlit Travel, you and those on whose behalf you are booking become party to an agreement with us and with those companies providing the included services. Your travel reservation shall constitute understanding and consent to the Disclosure Information and the Terms and Conditions contained herein as well as any terms and conditions that may be imposed by the suppliers of any of the services booked or purchased.

Avenue Travel Limited acts only as an agent for the supplier(s) whose services are being arranged for you. Familiarize yourself and your travel companions with the supplier(s) "terms of sale". We can provide you with printed materials, when such materials are available to us, and explain those portions that relate to the services offered, prices and terms and conditions. Air carriers' limitation of liability and terms of contract are printed on your ticket.

These suppliers are independent parties over which we exercise no direct control. We assume no responsibility for, and shall not be expected, asked or required to pay for any financial loss, personal injury, property damage, other loss, accident, delay, inconvenience, loss of enjoyment, or irregularity which you or your travel companions or group members may experience either by reason of: (1) nonperformance by any suppliers for whatever reason; or (2) wrongful, careless, negligent or unauthorized acts or omissions on the part of any supplier or its employees or on the part of any other party not under our direct control; or (3) any defect, breakdown or other failure on any aircraft, train, bus, automobile, ship, accommodation, or other equipment instrumentally owned, operated or otherwise used by a supplier; or (4) terrorist activities, social or labour unrest, construction difficulties, diseases, local laws, climatic condition, abnormal conditions or developments or any other actions, omissions or conditions outside our control. No employee, agent or representative of ours has the authority to modify, waive or alter any provisions of this Notice.

Living standards and practices in other countries and the standards and conditions with respect to the provision of utilities, services and accommodation may differ from those found in Canada. Information on relevant laws and customs and documentation is contained in the supplier(s)' brochure or is obtainable through tourist offices, consulates, etc. of the applicable destination. We can advise about typical information and travel documents that may be needed for travel outside of Canada as made available to us from our manuals or automated reservation services system. A "valid passport" means one where the expiry date is more than 6 months past the travel date. If traveling alone with a child, an affidavit from the parent(s) may be required. Please note that it is the travelers' responsibility to ensure that they have the appropriate travel documentation. Entry to another country may be refused even if the required information and travel documents are complete.

Once payment in full has been received for a booking, no price increases are permitted. For bookings under deposit, prices are subject to increase. If the total price, except an increase resulting from a change in retail sales tax or GST, increases more than 7%, you have the option to cancel and obtain a full refund.

All processing, service and professional fees are non-refundable. Cancellation penalties vary from supplier to supplier and the nature of the travel service booked and range from fully non-refundable to fully refundable. We charge, in addition to any charge from the supplier, a minimum processing fee of \$50.00 for the cancellation of a booking.

Avenue Travel is registered with the Travel Industry Council of Ontario (TICO). TICO operates the Ontario Travel Industry Compensation Fund. This Fund provides reimbursement of monies paid to an Ontario registered travel agent for travel services that are not provided due to the bankruptcy or insolvency of an Ontario registrant or an end supplier airline or cruise line where a reimbursement has not otherwise been provided. Please be advised that the Fund coverage does not extend to bookings made with out-of-province tour operators or end suppliers other than airlines and cruise lines.

Many of the problems for which we cannot be responsible can be insured against. We strongly suggest that you obtain appropriate insurance coverage, including trip cancellation and out-of-province health coverage. Do not travel out of the country without adequate medical/health insurance coverage.

We also advise you to please:

- review your travel documents upon receipt. If a discrepancy exists, contact us immediately in order that any potential change penalties can be minimized.
- ensure that you are in possession of the correct documentation required for travel outside of Canada.
- allow ample time for flight check-in and customs clearance.
- make sure to cancel rather than "no-show" if you are not able to make your flight departure. Otherwise you may forfeit any ticket value that may be available.
- reconfirm continuing or return reservations. Should you miss a flight without having cancelled in advance, reconfirm ongoing reservations to prevent automatic cancellation. It is advisable to reconfirm international flights by notifying the airline concerned.
- consider that all times shown are local times as observed in each city.
- do not destroy or discard unused tickets/documents, as their return may be required in order for any credit to be processed.