

## TERMS AND CONDITIONS

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These are the Terms and Conditions that will apply to your booking. Please read them carefully as you will be bound by them. These Terms shall constitute the entire agreement between CalgaryWB Tours ("CalgaryWB Tours"), a division of Lifetime Adventures Corporation ("Lifetime Adventures") and the Client relating to the subject matter herein, and shall constitute a binding agreement. There is no verbal or written representation, warranty, prior agreement or description of services, other than as expressed herein.

The Contract and booking are made with, and services will be provided by, CalgaryWB Tours/Lifetime Adventures. By booking a tour, you agree to be bound by these Terms and Conditions that govern the relationship, the cancellation policy and limitations of liability. These Terms and Conditions affect your rights and designate the governing law and forum for the resolution of any and all disputes.

### **RESERVATIONS/PAYMENTS**

Any tour of one (1) day duration or less must be paid in full at time of booking. Custom tours, large groups (10 or more people) and/or other bookings at the discretion of CalgaryWB Tours/Lifetime Adventures will require a minimum 50% non-refundable deposit per person per tour at the time of booking. Any outstanding balance will be billed separately and is due upon receipt of invoice.

### **CANCELLATION FEES AND REFUNDS (CANCELLATION POLICY)**

If a tour is canceled up to 48 hours of the tour date, a full refund will be issued. If a tour is canceled within 48 hours of the tour date, no refund will be issued.

Tickets can be exchanged for a different tour date and/or time-based on availability.

In the event that CalgaryWB Tours/Lifetime Adventures must cancel a tour, a refund of the amount paid will be issued to the original purchaser.

### **CHANGES TO RESERVATIONS**

If you wish to change your reservation after purchase, we will try to accommodate your request based on tour availability.

### **TRAVELLERS WITH DISABILITIES**

In order to fully enjoy your CalgaryWB Tours/Lifetime Adventures tour, we recommend that you select a tour that is suitable to your physical capabilities. Tour participants requiring any form of assistance are required to notify CalgaryWB Tours/Lifetime Adventures in advance in writing prior to booking for review and our agreement. Additionally, Clients with special needs must be accompanied by an individual responsible for providing assistance. Tour guides, drivers or other staff is not able to provide such assistance. Clients must be able to understand and follow instructions given by the Tour Guide at all times.

### **WHEELCHAIRS & MOTORIZED SCOOTERS**

Due to physical constraints and space limitations on the bus, wheelchairs and motorized scooters cannot be accommodated.

### **TRAVELLING WITH CHILDREN**

Inquiries about children/adult ratios are subject to review and approval by an officer of the company, which reserves the right to restrict the number of children on tours. The ratio of adults to children travelling together must be one adult per two children unless prior permission has been obtained by contacting CalgaryWB Tours/Lifetime Adventures.

Every child must be placed in a seat and is required to wear a seatbelt. A booster seat must be supplied by the accompanying adult if the child is younger than 12 yrs old and under 145 cm (4'9") tall. The child must also weigh a minimum of 18kg (40 lbs). Booster seats must be supplied by the accompanying adult as CalgaryWB Tours/Lifetime Adventures does not supply booster seats. CalgaryWB Tours/Lifetime Adventures cannot accommodate children who do not comply with these height and weight requirements.

## **CURRENCY**

CalgaryWBTours/Lifetime Adventures packages, fees, and additional services shall be quoted in Canadian (CAD) dollars unless otherwise indicated, and shall be paid in the currency posted at the time of booking or subsequently. CalgaryWBTours/Lifetime Adventures reserves the right to apply the currency of their choosing to any tour.

## **SERVICE PROVIDERS**

CalgaryWBTours/Lifetime Adventures acts only as an agent for the owners and contractors providing transportation, accommodation, or other services and is not responsible or liable for any loss, damage or injury, delay or accident due to an act of default of any company engaged in providing services included. The right is reserved to decline any person requesting a travel package or to refuse the use of points from a group travel program.

Scheduled changes may occur and CalgaryWBTours/Lifetime Adventures management reserves the right to make any adjustments in plans, which may be necessitated due to situations not under our control. CalgaryWBTours/Lifetime Adventures is not responsible for any additional costs resulting from any expense or inconvenience caused by circumstances not under our control. (i.e. weather, strikes, accommodation or venue changes, cancelled or delayed transportation, etc.)

## **PRICES, SURCHARGES, AND TAXES**

Tours are priced and advertised exclusive of applicable sales taxes and service charges by the ticket issuing vendor. All costs associated with purchase of the tour will be advised to the Client at time of booking and itemized on subsequent invoicing.

## **VALIDITY**

The prices of Tours advertised on the CalgaryWBTours/Lifetime Adventures websites are based on costs in effect at time of posting to the website. CalgaryWBTours/Lifetime Adventures reserves the right to amend the prices of any Tour at any time prior to receipt of payment in full for such Tour. All dates, itineraries, and prices are indicative only and the price quoted at the time of booking shall be the applicable price, subject to the surcharges that may be levied in accordance with Prices, Surcharges and Taxes above. Changes, revisions or other amendments may be made to the particulars contained in any CalgaryWBTours/Lifetime Adventures website before a contract is concluded and such changes, revisions or amendments shall be incorporated as of the date of such amendment.

## **FLEXIBILITY**

The Client acknowledges by booking a Tour and/or agreeing to travel with CalgaryWBTours/Lifetime Adventures may require flexibility and acknowledges that they will permit reasonable alterations to the Tour and/or itinerary by CalgaryWBTours/Lifetime Adventures. The Client acknowledges their understanding that the route, schedules, itineraries, amenities and mode of transport may be subject to change without prior notice due to circumstances or events, which may include sickness or mechanical breakdown, incidents at the location where the Tour will be operated, travel interruptions, strikes, events emanating from political disputes, extreme weather and other unpredictable or unforeseeable circumstances which are beyond the reasonable control of CalgaryWBTours/Lifetime Adventures.

## **PRIVACY POLICY**

The security and integrity of your Personal Information are important to us. All personal information is stored in a secure database to prevent unauthorized access. Please note however that no data transmission over the Internet can be guaranteed to be 100% secure. While we take all steps to ensure the safety of your data, we cannot ensure the security of information you transmit to us over the Internet.

Access to your personal and private information is limited to: authorized employees of CalgaryWBTours/Lifetime Adventures and any of the third-party suppliers who require your information to provide the travel or other services you have requested (such as activity providers and tour guides, etc. who deliver the services you purchase through Lifetime Adventures or that we arrange on your behalf). We keep our employees and our third party suppliers and other partners informed about our policies and procedures and require strict compliance with this Policy in order to ensure your information remains protected. Unauthorized access and/or disclosure of client information are strictly prohibited. See the separate Privacy Policy document on the website for more information.

**I CERTIFY THAT I HAVE READ THIS DOCUMENT AND I FULLY UNDERSTAND AND AGREE TO ITS CONTENT.**

Last revision: June 25, 2023