

INCLUSIONS:

- round trip transportation from Canada gateways
- airport taxes and fuel surcharges based on current fees as printed in your program (subject to government or airline changes)
- breakfasts and dinners or lunches unless otherwise stated in the program and lunches on cruise ships
- accommodation in hotels in double or triple rooms, (quad in North America)
- entrances to the sites as stated in the program
- airport transfers and inter-city transportation as per program
- Mariden Tour Director
- 4 or 6 bed cabins on night train (if applicable)
- double or triple or quad inside cabins during the cruises (outside for an extra charge)
- guided tours as per itinerary, subject to restrictions beyond Mariden control such as seasonality, closing times, holidays, strikes, traffic conditions or inclement weather.
- all inclusive insurance for students, adults and chaperones, under 0-28 years of age. Any travellers over 28 years of age are subject to insurance companies age chart or may purchase their own insurance. The group leader can decline insurance coverage for the whole group only, and it has to be send to Mariden in written.

EXCLUSIONS:

Passport fees, visa processing costs, taxes regulated by the government (unknown at the time of agreement), drinks with meals except common drinks with breakfast, optional tours, local transportation not specified in the itinerary, and adult or single room surcharges.

Mariden is not responsible for visa if required. For all non Canadian passport holders, it is the traveler responsibility to get the information if the visa is required.

RESPONSIBILITIES OF ALL PARTIES:

Mariden is only responsible for acts or omissions of its office employees.

Not for acts of individual(s) not employed by Mariden such as: airlines, bus companies, cruise companies, restaurants, hotel employees, local guides or any other agency, company or individual.

Each tour begins with departure from your designated gateway and ends on arrival at the same gateway. Mariden's responsibility for Land Only Program (LOP) when travelers organize their own flights, begins upon your arrival at the designated hotel and ends on checkout at the final hotel of the tour. Mariden is not responsible for events beyond its control including and without limitation, acts of God, war, strikes, government restrictions, flight delays, loss of your airline tickets, loss or damage to luggage or any personal belongings, Mariden is not responsible for any accident which occurs during your absence from scheduled daily activities, or if you disobey the guidance from your Tour Director with respect to the local way of life. While abroad, you are obligated to respect foreign customs, in a courteous and considerate manner.

Mariden reserves the right to cancel the program for any participant at any time for reasons deemed to be valid to the Mariden Tour Director.

- (i) If his or her conduct jeopardizes the group's schedule or Mariden's ability to send future groups to a location or venue, the said traveler can be sent home at their own expense and no refund for "unused services" or additional costs will be issued.
- (ii) If any member of the group damages property, those of hotels, they will/can be charged for the damages at the said members expense.
- (iii) Group Leader (s) is responsible for checking the rooms upon arrival and before the group's departure.
- (iv) Any use, or trafficking of non prescribed or illicit drugs during the trip will result in immediate expulsion from the trip at said traveler's own expense.

Each participant can withdraw from the tour at any time prior to departure. Mariden must receive the withdrawal by said individual(s)in writing from the group leader or from the traveler in case of adult tours. Allow at least 45 days for processing

the refund.

CANCELATIONS:

Deposit is non refundable but transferable to a new traveler. If your group leader or you find another person who will replace the canceled traveler there will be no extra charges. Change of name is possible before the final payment. Late replacements are subject to seats availability, current airfare (not by the previous airfare) and \$ 300 replacement fee.

130 days or more prior to departure: refund less the down payment and \$ 900 + deposit to the airline

100-129 days prior to departure: refund less the down payment and \$ 1300 + deposit to the airline

70-99 days prior to departure: refund less the down payment and \$ 1600 + deposit to the airline and cost of the ticket if already issued.

40-69 days prior to departure: refund less the down payment and \$ 2500 + cost of the air ticket if already issued

0-39 days prior to departure: No refund will be issued

Refunds during the tour: There will be no refund for any missed or unused services such as excursions, meals, no show on the site, or transportation or accommodations.

PAYMENT SCHEDULE:

After your tour organizer confirms travel plans with Mariden, you will be informed (through your group leader and group log) about the payment policy.

Information about the payments, number of payment instalments, payment deadlines and late payment fees will be posted on your group log.

For individual payments, Mariden accepts: Visa or MasterCard or individual or group cheque, which has to be mailed to:

Mariden International, 10238 - 123 St. Edmonton AB, T5N 1N4

Airport taxes and fuel surcharges are based on the current fee at the time the group receives the program. They are regulated by the Provincial and Federal Government, the airlines and the airport authorities.

Final amount of the airport taxes and fuel charges will be given to you through group log, min 15 days prior to your final payment. Potential higher airport taxes and fuel charges are not ground for cancellation of your trip.

Late payment fee:

Is posted on your log and \$ 150 late fee will automatically be applied

If final payment is not received 15 days after your final payment date, Mariden will remove your name from the group list and cancel your flight reservation

Communication with the travelers:

All important information related to the travel program will be posted on group log. Information about the log password will be given to the travelers from their group leader.

Please be aware that after you receive the log information, you have to go to your group log documents in the next 3 working days. To avoid any miscommunication Mariden staff will not supply any information regarding your specific tour over the phone.

Passport & Visa information

Please make sure that you have a valid passport. Please note that Immigration requires passport holders to have passports active and not expire less than 6 months after you have returned from your destination. Neither Mariden or the travel supplier can be held responsible for travel documents not being issued as a result of personal documentation not being received on time. We suggest to you to make a copy of your passport (page 2 and 3) and keep the copy in your possession. We also suggest to obtain a copy of your birth certificate which would help in case of a lost passport.

Visa

Each traveler is personally responsible for obtaining information regarding visa requirements and procedures.

Methods of Payment:

Mariden offers the following payment possibilities:

- a) individual checks*
- b) group check
- c) on-line Visa or MasterCard payment

*When you send checks to Mariden we suggest you send them by courier or by Express Post. Mariden will not be responsible for any lost or late checks(s) sent by regular mail.

All-inclusive Insurance - TPP (Travel Protection Plan) includes: trip cancellation & interruption, emergency hospital and medical, baggage and theft. is included in your package price for all travelers below 60 years of age. If the group leader or any member of the group declines the insurance, request must be sent to Mariden in written.

Rerouting the Itinerary-price change:

Itinerary and duration of the program is based on group leader and participants decision.

Price of the program is based on the minimum number of paid participants given to Mariden by the group leader. If the number of paid participants will be lower then predicted, Mariden will offer to the group leader several options:

-adjustment in the price

-shortening the trip

-adjustment in the program (itinerary). program. Final decision of your group leader or the organization is not a valid reason for cancellation.

If (before the departure or during your trip) any of the countries or cities becomes unstable and if particular world events create a safety concern, Mariden reserves the right to reroute your program. If there is any additional cost involved, (train, bus, ferry, air fees) Mariden staff will discuss this issue with your group leader and you will be informed about the eventual cost.

Price change:

Price increases are permitted if the final number of participants in the group is lower then predicted as the base for calculation. If the total price increases more then 10%, the customer has right to cancel and obtain a refund except if the increase is due to an increase in GST/PST/HST

Airlines:

Mariden cooperates with reputable and known airlines on their regular flights. Mariden does not provide charter flights except on request.

E-Ticket Name Change:

Mariden will inform the customers through their group leader and through the group log, about the name list closing date. After this date any name change is subject to the new airline ticketing rules. There will be \$ 300 fee, for any changes in miss spelling of traveler's name or replacement of the previous (canceled) traveler with a new one. The airfare for the new ticket will be subject on the current airfare on the day of ticketing.

Hotels:

Mariden organizes your stay in centrally located hotels only. You will be informed about hotel names through your group log Accommodation is based on two or max. three travelers per room, except in North America where accommodation is based on four per room. If the number of group participants does not correspond with the number of four beds per room, and the group members use accommodation in triple, double or single room, there will be additional charges.

Adult Supplement:

Adult supplement is required due to the higher entrance fees to the sites and museums., and has to be paid with your second payment.

Accommodation on night trains will be provided in T-4 or T-6. If the number of group participants does not correspond with the number of beds per cabin, group leader has a choice to:

- a) pay for not used (empty) beds upfront (approx. \$ 200 per bed)
- b) accept unknown travelers in the cabin

c) mix the gender of students in the same cabin Double sleeper compartments on night trains will be charged acco

Overnight ferry accommodation:

is based on quad inside cabins for youth travelers, and double inside cabins for adults and group leaders.

single cabins charges apply.

Departure dates:

For the groups which book their program over a year before the trip, group departure dates will be known to the travelers not later than 345 days prior to departure

For the groups which book their program in less than 350 days before the trip, their departure dates will be known before their deposit