



WestWorld Tours General Terms & Conditions

Book with confidence knowing WestWorld Tours has your back!

How to Book

Contact your professional travel consultant or WestWorld Tours reservation team.

- All rates are per person, double occupancy unless otherwise stated.
- Taxes, fees, and items highlighted in the tour are included unless otherwise stated.
- The price does not include any other items such as air travel, airline fees, airport or departure taxes, transfers, visas, customary end of trip gratuities for your Tour Director, driver, hotel housekeepers, cruise ship waitstaff, and any incidental charges, unless otherwise stated.

WestWorld Tours reserves the right to cancel the reservation and impose cancellation charges if any payment is not received as outlined in the Cancellation Terms & Conditions. WestWorld Tours will not be held responsible for lost land and/or air reservations.

Health and Wellness Policy

It is the guest's responsibility to ensure they meet all vaccine and health requirements mandated by the destinations included in their itinerary. Guests who fail to comply with these regulations may be denied the ability to participate in some or all parts of their trip. **No refunds will be provided** for any portion of the vacation that cannot be undertaken due to non-compliance with these requirements.

Deposit Information				
	North American Coach Tours	International, Ocean Cruise & Air Inclusive Tours	Specialty Tours (181)	Specialty Tours
Amount Due (per person)	\$350	\$700	\$700	\$1,000
Final Payment due (days prior to departure)	60 days	120 days	180 days	220 days
<i>*Some tours may require a non-refundable deposit. If a booking is cancelled, the deposit will be forfeited and any additional cancellation penalties will apply according to the cancellation schedule.</i>				
Cancellation Penalties (per person) (# of days before departure)				
Deposit to 221	-	-	-	-
220 - 181	-	-	-	Deposit
180 - 121	-	-	Deposit	50% of total price
120 - 91	-	Deposit		
90 - 61	-	50% of total price	50% of total price	75% of total price
60 - 46	Deposit	75% of total price	100% of total price	100% of total price
45 - 31	50% of total price			
30 - 15	75% of total price	100% of total price		
14 - 0	100% of total price			

Deposits

Deposits are due at the time of booking. Bookings made without a deposit will be automatically cancelled after 24 hours.

Final Payment

If final payment is not received by the specified due date, the booking will be cancelled and the deposit forfeited.

Travel Insurance

It is strongly recommended that all travellers purchase sufficient travel insurance—such as emergency medical, cancellation/interruption, delay, and baggage coverage—to protect against unexpected situations.

Important Information

Itinerary

All WestWorld Tours are escorted by a professional **WestWorld Tour Director**, English-speaking local guides, and licensed drivers.

Itinerary changes may occur without prior notice due to unforeseen circumstances, operational requirements, or to protect the health and safety of our guests. Any changes are at the sole discretion of WestWorld Tours ("**WWT**"), its Tour Directors, or our local suppliers.

Transportation

We use air-conditioned, deluxe motorcoaches, trains, cruises, ferries, and intra-tour flights as specified in the itinerary. On certain travel days, a smaller motorcoach without onboard toilet facilities may be used.

Accommodations

Every effort is made to reserve non-smoking rooms with two beds. However, on some occasions, rooms with one bed may be the only option available. These will be allocated first to solo travellers and couples; other rooms may feature a single bed plus a rollaway bed or a sofa bed.

Special room requests must be made at the time of booking. Requests and changes are **not accepted within 30 days** of departure and are based on availability at check-in; therefore, they **cannot be guaranteed**. WWT will do its best to accommodate requests but cannot be held responsible for requests not fulfilled.

Although rare, substitute accommodation may be used; we endeavour to use properties of a similar standard. Hotel frequent traveller program points are **not** earned on WWT tours.

Please note that hotel room sizes, standards, facilities, and services may vary by country and region and are often local in style.

Solo Travellers

A limited number of solo traveller spaces are available on each tour. If available, solo rates are at an additional cost as indicated. If you are travelling solo and wish to share a room, we will attempt to match you with a roommate; however, this **cannot be guaranteed**, and WWT will not be responsible or liable for any claims or issues arising out of roommate pairing. If a single room is utilized due to the unavailability of a roommate, or due to a roommate's cancellation, the **single supplement** will be charged.

Meals

Meals included are as specified in the itinerary. Gratuities for included meals are covered.

Any special meal or dietary requirements, including allergies, must be provided at the time of booking and **will not be accepted within 30 days** of departure. WWT will do its best to communicate and accommodate dietary requests; however, **cannot be guaranteed**.

Flight Arrangements

Group airfare, when offered, is optional. Airlines assign a generic block of seats for the group; individual seat selection is not permitted until **24 hours prior to departure** or at airport check-in, and you may not be seated with your travel companion.

Flight services are subject to conditions imposed by law and third-party suppliers. Liability is limited by the airline's tariffs, conditions of carriage, and applicable international conventions and arrangements. WWT does not assume responsibility for schedule changes or additional costs incurred due to flight delays.

All flight times, airlines, and aircraft types are subject to change without notice. It is the traveller's responsibility to reconfirm flight times directly with the airline within **12 hours** prior to departure.

Frequent flyer miles cannot be used for upgrades or payment through WWT. Please add your frequent flyer number at check-in. WWT is not responsible for frequent flyer program matters.

Cruise & Sailing Arrangements

Please confirm with your travel consultant or WWT whether your vacation includes cruise port fees, taxes, and onboard gratuities.

A limited number of solo cabins may be available at an additional cost.

Shore excursions offered by the cruise line may be booked directly with the cruise operator in advance of sailing in some cases; check with your travel consultant or WWT.

Cabin assignment is strictly controlled by the cruise line. Please review available options with your travel consultant or WWT.

Transfers

Transfers between airports, hotels, railway stations, and piers are included only as indicated on each itinerary. In many destinations, transfers can be purchased at an additional cost. There is **no refund** for missed or unused transfers.

Travellers must provide arrival and departure flight information to WWT at least **30 days prior** to departure and must update WWT with any schedule changes. Failure to do so may result in missed services, with **no refund** due.

Porterage

Porterage at hotels for **one suitcase per person** is included.

Some remote or isolated locations may not offer porterage.

Luggage

Due to limited motorcoach capacity and weight restrictions, the single checked bag should not exceed **30 × 21 × 11 in** and **50 lb** (approx. **76 × 53 × 28 cm, 23 kg**). Stricter allowances may apply for other transportation (e.g., safari vehicles, certain flights, and cruises); please check with those carriers directly.

Hand luggage must not exceed **12 × 11 × 6 in** (approx. **30 × 28 × 15 cm**) and should be soft-sided (backpack or tote) to fit in smaller motorcoach overhead compartments.

For security, we recommend listing only your **name, email, and contact number** on luggage tags (not your physical address). Label hand luggage as well.

All personal belongings and luggage are carried at the owner's risk throughout travel. **Baggage insurance is recommended.**

WWT is not responsible for additional airline fees. Regulations at many airports require travellers to handle their own luggage. We cannot accept a second suitcase, or any luggage exceeding these limits.

Travellers requiring special assistance

You must report any disability or condition requiring special attention at the time of booking. WWT will make reasonable efforts to accommodate special needs. Travellers requiring assistance must be accompanied by a companion who is capable of and responsible for providing that assistance. Neither WWT, its personnel, nor suppliers can physically lift or assist clients into transportation vehicles. If you think assistance may be required, please contact WWT to discuss what may be reasonably provided. WWT cannot provide special individual assistance with walking, dining, or other routine activities.

Photos

Staff and passengers may take photos and videos that are used for promotion and advertising. Please inform your Tour Director if you do **not** wish to be included in any photos; otherwise, we will assume you have granted us the right to use your image.

Wi-Fi

Many hotels and common areas provide complimentary Wi-Fi. Check with the front desk if unsure and to obtain any required password.

Cell Phones

Having your phone turned on during travel/pick-up days allows the Tour Director to contact you if needed.

If you are concerned about roaming charges, consider purchasing a travel plan from your provider or switching your phone to **Airplane Mode** (you can still use Wi-Fi). Note that Airplane Mode prevents sending/receiving calls and messages. Please consult your provider to avoid unexpected charges.

Benefits of bringing your phone:

- Your Tour Director can contact you about schedule changes or delays.
- If you provided your cell number, your Tour Director can reach you if issues arise during the tour.
- In an emergency, you can call for help.
- In Airplane Mode, you can avoid roaming costs while keeping many features.

Cell Phone Etiquette Policy

To ensure a comfortable and enjoyable experience for all guests:

- **Please use headphones** when listening to music, videos, or any audio on your device while on the bus or other tour transportation.
- **Voice calls are not permitted** on the bus or tour vehicles, similar to airline policies.
- **Please keep devices on silent or vibrate** to minimize disruptions.

Thank you for helping create a pleasant travel environment for everyone!

Fuel Surcharge

Fuel surcharges shown or included in pricing are accurate at time of publish but are subject to change up until departure.

For Your Comfort

Smoking (including e-cigarettes), alcohol, and cannabis are not permitted on the motorcoach. Regular comfort stops are made on travelling days. Many hotels, restaurants, trains, cruises and other venues are 100% smoke free.

Seats are rotated onboard the coach at the Tour Director's discretion. To ensure fairness, **no exceptions** will be made. Triples and solo travellers are **not guaranteed** a seat to themselves.

Not Included in Tour Price

WestWorld Tour packages are subject to extra charges above those reflected in the price of the holiday, including but not limited to:

- Airfare (unless otherwise stated)
- Baggage and excess baggage fees on flights
- Passports
- Entry visa's
- Government imposed fees
- Food and beverages (unless otherwise stated)
- Additional costs incurred due to weather or circumstances beyond our control
- Items of a personal nature and incidentals (ex. Laundry, phone calls, medical expenses, internet etc.)
- Personal travel insurance (emergency medical, and emergency cancellation/ interruption)

Gratuities

Gratuities for your WestWorld Tour Director and Driver are **not** included. While tipping is discretionary, many clients ask for guidelines. For a job well done, we suggest:

Tour Director: \$8 per person per day
Driver: \$5 per person per day

WWT pays a nominal gratuity on the group's behalf for hotel portage, meals included in the tour, and Local Guides. For meals not included, please research local customs in your destination for typical tipping practices.

Optional Excursions

Optional excursions may be available on some WWT tours and can be purchased at the time of booking or during your trip. A waiver form will be required.

Travellers may choose to participate in optional excursions offered and operated by independent third-party suppliers (e.g., cruise lines). These are **not** part of the WWT vacation package; your contract will be with the operator of the experience. We are not responsible for providing the experience or for anything that occurs during it. Some experiences may involve outdoor or physically demanding activities and may require signing a waiver. Participate only in activities that suit your physical ability. Consult your medical professional if you have any questions. Please confirm whether your insurance covers participation in adventure activities.

Leaving the trip early

The tour price does not cover costs and expenses (including return travel) if you leave the trip early due to your own decision, our decision based on behaviour that disrupts the trip, illness, action by any government, or other reasons.

Weather Delays

Delays or interruptions caused by weather (pre-tour, on tour, or post-tour) may result in additional costs to you. Please consider this when planning connections or flights. WWT is not responsible for expenses incurred due to weather or other circumstances beyond our control. Please contact WWT or your Travel Consultant for Pre or Post tour accommodations.

Travel Documents

Passports/ Visas

All guests travelling internationally are required to have a valid passport. It is recommended to carry a secondary piece of ID (e.g., a valid driver's licence). Passports should be valid for **six (6) months beyond** the conclusion of your trip, with a minimum of **three (3) blank pages** for stamps and/or visas. Some countries require you to carry your passport at all times.

We also recommend carrying a photocopy of your passport in a separate, secure place.

It is the traveller's sole responsibility to meet the entry/exit requirements of the countries visited (e.g., passport validity, blank pages, visas, vaccinations, masking). Check your government's foreign affairs/travel **advice** website or the relevant consulate/embassy for current entry/exit requirements:

<https://travel.gc.ca/>

WWT is not responsible if you are denied entry for failing to meet entry/exit requirements.

Border Crossings

You must be prepared to open your baggage for inspection at any time. Border and customs formalities are typically routine; however, customs officials may no longer stamp passports at crossings.

General Information & Conditions

Tour Operator's Responsibility

On your behalf, WWT arranges airlines, hotels, transfer companies, baggage handlers, local partners, and other independent suppliers to provide the services you have purchased. WWT exercises due care in selecting these companies, with particular attention to their reputation and reliability. However, WWT does not control these suppliers and cannot be held liable for their performance or lack thereof.

Accordingly, WWT shall not be responsible for any injury, loss, or damage—whether mental, emotional, or physical—resulting from any error, omission, or negligence of any company or person, agent, employee, or subcontractor supplying services as part of your WWT vacation.

WWT as tour operator (and/or its staff) does not assume responsibility for any claims, losses, damages, costs, or expenses arising out of personal injury or death, loss of enjoyment, upset, disappointment, illness, distress, or frustration—whether physical, emotional, or mental—resulting from or arising out of any of the following:

1. Any negligent act or omission by airlines, transportation companies, coach operators, hotels/resorts, or other suppliers or their personnel, or any company or person;
2. Government actions, weather, equipment failure, labour disputes, sickness, theft, or any other cause beyond our control;
3. The need for WWT to change itineraries or substitute accommodation or services, provided efforts are made to supply comparable services and accommodation.

WWT shall not be responsible for any delay, inconvenience, injury, accident, expense, or loss regardless of cause.

Insurance is strongly recommended.

WWT reserves the right to cancel any departure due to insufficient reservations up to **eight (8) weeks** before departure. If a trip fails to satisfy minimum numbers, passengers may be offered alternative tours, a full refund, or full credit towards a future WWT tour.

WWT will not be responsible for any costs or penalties relating to air transport or other services due to tour cancellation.

Booking with a travel consultant

If booking through a travel consultant, you acknowledge and agree that your consultant will communicate with you, confirm and maintain your booking with us, and ensure compliance with these Terms & Conditions on your behalf. You also agree your travel consultant is independent of WWT; unless expressly authorized by us in writing, WWT is not bound or liable for any act or omission of the agent.

Trip Participation

You agree to accept the authority and decisions of our employees, Tour Directors, and agents while on tour. If, in the opinion of any such person(s) or any person in a position of authority (e.g., local supplier or hotel manager), your health (including impacts of an epidemic or pandemic), level of fitness, or conduct at any time before or during the trip is endangering or likely to endanger your health or well-being, that of others, or the safe and comfortable progress of the trip, you may be removed from all or part of the trip **without refund or compensation**. Once removed, we have no further responsibility to you (including return travel), and we will not meet any costs incurred as a result of the exclusion. In the case of ill health, we may assist in making arrangements as requested.

Behavior

WWT aims to provide the best services possible and will not tolerate abusive or aggressive behaviour. We may refuse service to—and remove—guests who disregard our staff, suppliers, or fellow guests; who are abusive or aggressive; or who negatively affect others' enjoyment. You may also be barred from future trips.

This may include (but is not limited to):

- a) verbally abusive or offensive language;
- b) bullying;
- c) inappropriate or abusive behaviour, including uninvited physical contact, harassment, violence, or threats;
- d) excessive consumption of alcohol or intoxication;
- e) possession, carriage, or use of restricted substances or drugs (except medically prescribed and used as directed);
- f) failure to comply with reasonable directions of WWT or its representatives;
- g) conduct incompatible with other guests' enjoyment and well-being, or with the smooth operation of the trip;
- h) possession, carriage, or use of dangerous items (e.g., weapons);
- i) breaking the law of the country in which you are travelling;
- j) any behaviour that brings WWT into disrepute or damages its goodwill.

Changes due to National/ Public Holidays

During local or national holidays, certain facilities—such as museums, sightseeing venues, and shops—may be limited or unavailable. In such instances, WWT may adjust the itinerary to minimize inconvenience.

Pre & Post Trip Accommodations

If you arrange to remain at a destination before or after your trip, your stay and transfers are at your own expense. Please speak with your travel consultant or our reservations team about pre- and post-trip accommodation. Availability is limited. Breakfast and luggage handling are **not** included unless otherwise noted. WWT does not provide transfers for guests with pre- or post-trip accommodation unless otherwise stated.

Errors

Every effort is made to ensure the accuracy of our brochures, website, and itineraries; however, errors may occur and all information is subject to change. In the case of computer or human billing errors, we reserve the right to re-invoice guests and their travel consultants with correct billing.

We look forward to welcoming you on board!