

Please Carefully Read the Following Terms of Travel

By making a deposit for a tour with Mile Zero Tours Ltd. the guest agrees to all of the following term and conditions of travel.

HOME PICK-UP & DROP OFF:

Mile Zero Tours is pleased to offer complimentary pick-up and drop-off at any location in Victoria at the beginning and end of a tour. Complimentary service is available within 35km driving distance of Victoria International Airport. Transportation can be arranged from a further distance but will be at additional cost. Vehicles used for this service will vary based on demand and guests' may be sharing a ride with other tour participants. This service is only available for guests booking an air included tour and traveling on the scheduled tour departure and return date. There is no refund or discount for not using this complimentary service.

DEPARTURE TIMES:

From Home: Guests need to be ready to depart at the specified time on their documents if using our home pick-up service. They will meet their driver outside of their specified pick-up location. Our drivers are not able to wait as they may have additional pick-ups to make. If a guest is joining the tour at the airport or other departure point he or she needs to make sure they are within the time specified by the airline or other partner. Mile Zero Tours is not responsible for the additional costs or missed tour components incurred by guests not being at the appropriate location at the appointed time.

On Tour: The tour director will provide departure times verbally at each tour location. All guests are asked not to delay the rest of the group by not following these times. As it is an inconvenience to the rest of our guests and may be detrimental to the tour's planned itinerary guests who are late may get left behind. Although this is a rare occurrence, a guest that is left behind will be responsible for rejoining the tour at his or her own expense. As a courtesy to all fellow guests we ask that everyone be on time on tour and notify the tour director if they do not intend to participate in any of the planned activities.

LUGGAGE:

The limit per person is one large suitcase (not more than 50lbs) and a small carry-on bag. Luggage tags are included in the tour documents package. The paper Mile Zero Tours tag is essential for the efficient handling of bags at hotels. Guests need to attach the completed tag to their suitcase before leaving home.

Airline luggage fees are not included in the tour price and airlines may restrict luggage weight and charge for additional weight. Luggage insurance is not included in the price. Please note that neither Mile Zero Tours nor the motorcoach company can assume responsibility for lost or damaged luggage or its contents.

ACCOMMODATIONS:

Class of Room: Generally all rooms reserved by Mile Zero Tours are allocated as "run of the house" meaning the hotel will determine room assignments at their discretion upon arrival. Rest assured however that we contract with hotels in the deluxe to first class range and generally stay at the best available properties in the destination. Unless the guest has requested otherwise single occupancy rooms will generally have one bed, double and triples will have two beds. A triple occupancy room is the same as a double room. Very few hotel rooms contain three beds and alternatives such as roll-away cots are often not available or incur additional charges. These can be requested but are not guaranteed.

Special rooming requests: Guests should make us aware of any special requests in regards to hotel accommodations at least one month prior to the tours departure. Mile Zero Tours will pass on any such requests to the hotels, and while we are confident every reasonable effort will be made to accommodate them, neither Mile Zero Tours nor our suppliers can guarantee special requests in advance.

Itinerary Changes: The hotels listed in our tour itinerary are confirmed prior to the itinerary being published in print and being posted at www.milezerotours.com. In the very unlikely event that reasons beyond the control of Mile Zero Tours require it, an alternative hotel may be substituted. If at all possible guests will be notified in advance of any such changes.

Sharing a room: Should an individual who has booked shared accommodation decide shortly prior to or on tour that they would prefer a single room that person will be solely responsible for all additional costs. At minimum this will be double the difference between the full price single and double rate plus taxes and may not be available in all locations. Neither Mile Zero Tours nor that individuals traveling companion will be held responsible for any of the added costs.

GROUND TRANSPORTATION:

Vehicles: Mile Zero Tours does not own any transportation vehicles. Alternatively we partner with reputable motorcoach companies to provide a deluxe chartered vehicle for our transportation needs in the destination. Size of the group will dictate the size of vehicle used. The tour director will coordinate all transportation needs as outlined in the itinerary.

Coach Washrooms: Most, but not all, motorcoaches are equipped with toilet facilities however we recommend that guests try to minimize their use as much as possible for safety reasons and as they have limited capacity. We make frequent stops while on tour where public washrooms are available.

Seat Rotation: A seat rotation system is mandatory policy on all Mile Zero Tours in order to provide fair viewing opportunities amongst all participants. This does not affect the ability of guests to be seated with others they are traveling with. Singles may need to sit with other singles on the coach depending on the number of guests and seating capacity of the vehicle but ideally will have the second seat to themselves. The tour director will explain the method by which this will occur.

ITINERARY:

Mile Zero Tours reserves the right to alter the order of sightseeing activities from what is described in the itinerary. This may be done for reasons beyond our control related to local conditions such as road construction, weather or special events or at the request of one of our suppliers or to improve the overall flow and guest's enjoyment of the tour. On rare occasions it may be necessary to remove an activity altogether. In this event Mile Zero Tours will attempt to provide a comparable alternative for our guests.

INTERNATIONAL TRAVEL:

For any travel outside of Canada, a valid passport is required. Passport numbers and expiry dates are required in advance for many tours, and this information will be collected at final payment. Guests are responsible for ensuring that they have valid documentation for all border crossings. Guests without valid documents may be detained by Boarder Officials and therefore miss some or all of their tour. Mile Zero Tours cannot assume responsibility for portions of a tour missed due to improper documentation.

MISSED TOUR COMPONENTS:

If a guest should choose not to, or be unable to, participate in any aspects of the itinerary Mile Zero Tours will not issue a refund or provide a price reduction for any missed or unused portions of the tour package.

DIETARY NEEDS:

Guests should advise us of any dietary concerns at least one month before the tour departure date. If necessary these will be passed on to the appropriate suppliers. Depending on the specific need, most restaurants used on our tours do not require this information in advance and will advise us to have our guests tell their server at the time of service and their needs will be happily accommodated.

SPECIAL NEEDS:

If a guest requires ongoing assistance in any way, he or she must be accompanied by a travelling companion who will be fully responsible for his or her needs while on tour. The tour director cannot provide ongoing assistance such as pushing a wheelchair or lifting a guest on to or off of a transportation vehicle. Some tours may not be suitable due to the level of activity. Prospective guests are asked to discuss with us any special needs or concerns when booking.

SMOKING POLICY:

All motorcoaches used during the tour are non-smoking. Many hotels are 100% smoke free but if a guest wishes to request a smoking room Mile Zero Tours will forward this information to the hotels. Guests should keep in mind that any fees incurred for smoking in a designated non-smoking area will be the responsibility of the guest and not Mile Zero Tours.

CODE OF CONDUCT:

Guests are expected to conduct themselves in a reasonable and appropriate manner during the duration of the tour. Harassment or abuse of Mile Zero Tours personnel or that of any of our suppliers and partners or of any other guests will not be tolerated and will result in the individual's removal from the tour. Furthermore if a guests is believed to be a disruption to the operation of the tour and/or the reasonable enjoy of other guests Mile Zero Tours reserves the right to remove that individual from the tour. Mile Zero Tours will not be responsible for additional fees incurred and will not provide a refund for unused tour portions in the event that an individual is removed from a tour in these situations.

GRATUITIES:

Gratuities are at the guests own discretion based on the level of service they feel they received. They are however a significant portion of income in these professions and as such are something that all guests should budget for.

Past experience has led us to develop the following guidelines:

- **Tour Director:** \$3-5 per person per day
- **Coach Driver:** \$3-5 per person per day
- **Local Guides:** \$2-3 per person for every 3 hours of service
- **Hotel Housekeepers:** \$1 per person per night
- **Transfer Driver with luggage handling:** \$2 -5 per person

TRAVEL INTERRUPTIONS & DELAYS:

Travel is always subject to unforeseen interruptions or delays. While Mile Zero Tours will do everything in its power to resolve and minimize such occurrences there is always the possibility that events beyond our control may affect our travel plans. This includes, but is not limited to, weather, mechanical issues and labour disputes.

Missed Tour Components: In the event that situations beyond our control cause delays or cancellations of included components of a tour package Mile Zero Tours will attempt to reschedule or substitute tour features as necessary but in the event that a component is not replicable Mile Zero Tours may be forced to cancel an advertised feature. If we are unable to deliver a feature of the tour package as planned we will attempt to obtain a refund (if applicable) from the supplier on the guests' behalf. This unfortunately may not always be possible, and as Mile Zero Tours cannot be responsible for missed components caused by factors beyond our control, we strongly recommend that all guests purchase an insurance policy that covers Trip Interruption and Delay.

Delays causing unplanned extensions or stop overs: In the event that situations beyond our control cause guests to need to extend their stay in the destination or at another location (such as airline cancellations requiring additional night's accommodations) Mile Zero Tours will assist guests as much as possible in securing accommodations and alternative transportation if necessary. We are however not able to take responsibility for additional expenses incurred as a result of events beyond our control. Again, we strongly recommend that all guests purchase an insurance policy that covers Trip Interruption and Delay.

TRAVEL INSURANCE:

Insurance is **not included** in the tour price and Mile Zero Tours does not sell any form of travel insurance. However we strongly recommend that guests purchase Emergency Hospital and Medical insurance and trip cancellation and interruption insurance.

Emergency Medical: Most policies for Emergency hospital & medical will cover emergency transport expenses, hospital stays and more if an individual gets sick or injured while traveling. This is recommended whenever traveling out of province and extremely important when traveling outside of Canada.

Trip Cancellation and Interruption: This insurance provides financial protection for individuals in the event that they are forced to cancel a trip for reasons such as illness prior to departure. Trip Interruption Insurance will reimburse for expenses incurred as a result of the trip being unexpectedly interrupted or delayed.

These types of insurance product can be purchased from most travel agents, insurance brokers or financial institutions. Guests are advised to read over closely what is and is not covered before selecting a policy and that they may need to purchase cancellation insurance before the deposit deadline of the tour. The information above is provided as a courtesy for our guests but does not constitute Mile Zero Tours policy. Mile Zero Tours is **not**, and does not claim to be, a licensed insurance broker and all information regarding insurance policies should be discussed with a licensed broker.

CANCELLATION OF TOUR:

Minimum number: All tours require a minimum number of participants. In the unlikely event that the minimum number of seats are not sold the tour may be cancelled. This would normally be determined no later than 90 days prior to departure and any clients who had made a deposit would receive a full refund.

Events beyond the tour operator's control: Mile Zero Tours reserves the right to cancel a tour at any time if events beyond our control make it unsafe or unfeasible to travel.

CONSUMER PROTECTION:

The Government of British Columbia requires that any business that collects advance deposits for travel must be registered and licensed by Consumer Protection BC. All deposits for future travel must be held in trust by the company. It is also required that all such companies contribute to the Travel Assurance Fund which protects the consumer in the event of default by their travel provider. Mile Zero Tours is licensed as a travel agent / travel wholesaler with Consumer Protection BC and holds license #67275. For more information on consumer rights visit www.consumerprotectionbc.ca/travel-portal.

PRICE:

Price on the itinerary is per person based on the number of people sharing a room. In the event that there is only one price shown it is based on double occupancy. The tour price includes transportation (all modes listed), home pick up and drop off in Greater Victoria, accommodations, local taxes, services of a professional tour director, meals as indicated on itinerary, admission to attractions and tours as specified, and luggage handling at each hotel. The price does not include items of a personal nature, meals other than those indicated, gratuities other than those indicated, airline baggage fees and GST on tour price when applicable.

Price Changes: As tours are priced and planned a year or more in advance there is always a possibility of significant changes in the associated costs due to inflation, currency exchange fluctuations, fuel surcharges and the introduction of new taxes. While we do our best to predict and plan accordingly Mile Zero Tours reserve the right to modify tour price as necessary up until departure. If there is a price change of more than 5% of the original price after the final payment has been made the client will have the option of a full refund if they are unwilling to accept the additional costs.

DEPOSITS AND FINAL PAYMENT:

Tour bookings can be made and held for up to three days without deposit after which a deposit will be required in the amount outlined on the tour itinerary. If the deposit is not paid in that time and we are unable to contact the client his or her reservation may be cancelled. Final payment is required by the date listed on the tour itinerary. If full payment is not received in that time and we are unable to contact the client his/her reservation may be cancelled and he/she will forfeit 100% of the deposit.

CANCELLATIONS:

The cancellation policy for each tour is described in detail on the tour itinerary. Mile Zero Tours is unable to provide refunds beyond the scope of those policies regardless of the reason. Guests are advised to review this information before booking a tour. Individuals can still recoup the nonrefundable portions of the tour price by purchasing cancellation insurance prior to his or her final payment.

PHOTOGRAPHIC RELEASE:

Mile Zero Tours may take photographs or videos during the operation of any tour and use the resulting material for commercial or promotional purposes. By making a reservation with Mile Zero Tours, the participant agrees to allow his/her likeness to be used by Mile Zero Tours without compensation. If the participant prefers that his/her likeness not be used, he/she must notify us in writing prior to departure of the tour.

PRIVACY:

Information collected by Mile Zero Tours for purposes of the tour or marketing or to assist attending personnel in the event of an emergency is confidential and will not be disclosed to third parties except to provide services as defined in the tour itinerary and as required by law. Please see Privacy Policy at www.milezerotours.com for full policy.

GENERAL DISCLAIMER:

Neither Mile Zero Tours Ltd., nor any of its agents or representatives shall be held liable or responsible directly or indirectly for any delay, injury, loss or damage to any person or property, occasioned by the neglect or default of any person or company providing transportation, accommodation or any other services in connection with these tours, or damages resulting directly or indirectly from act of God, sickness, strike, quarantine, weather, government restraints, machinery breakdown, or any other cause beyond our control. Mile Zero Tours Ltd. acts as an agent for its suppliers, including but not limited to companies providing transportation, accommodation, and other services rendered. The right is reserved to withdraw all or part of any tour should conditions warrant and make such alterations in the itinerary as may be found necessary for the convenience and proper operation of any tour, without penalty.

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