

Terms and Conditions of Booking

376422 Alberta Ltd. doing business as Ocean & River Cruises Travel / Ocean & Rivers Travel (hereafter referred to as "ORCT" / "The Agency") operates within the legal jurisdiction of the Province of Alberta. By using this Web site and our services, you agree that any dealings or transactions you may have with 376422 Alberta Ltd. dba Ocean & River Cruises Travel, regardless of the location of the customer or the vacation supplier involved, will be governed by and construed in accordance with the laws of Alberta, and you hereby irrevocably attorn to the exclusive jurisdiction of the Courts of competent jurisdiction of Alberta in any proceeding.

ORCT operates as your agent for arrangements made on behalf of travel and vacation suppliers. By using our Web site and our Advisor services - both by in-person, tele consult or electronic means, you agree that ORCT is not and will not be held liable for the acts or omissions of third party travel suppliers.

Any quotations, or promotional materials with pricing and tariffs, note that pricing and fares are subject to availability from the supplier a time a booking request is made, and in the interim can change. Listed tariffs, pricing and fares are guaranteed only when a deposit is made towards the reservation. A portion of your total deposit may also include an additional deposit held by the Agency.

Port charges, government fees, air fees and miscellaneous fees, including but not limited to, Fuel Surcharges and Security Fees, charged by the supplier are subject to change up to the departure date.

All Prices are listed in CAD Dollars unless other wise stated /quoted in an alternate / local currency of travel, and are quoted per person based on double occupancy / two people sharing a room unless also other expressly stipulated for solo occupancy or family occupancy pricing etc..

Cancellations

ORCT does not typically charge an upfront booking fee for most cruise or scheduled tour reservations, however if after making a confirmed booking, you need to subsequently cancel those arrangements, ORCT reserves the right to charge a cancellation fee. These fees compensate the Agency and your Advisor for the time spent researching, planning and reserving your trip as well as the administrative costs from handling your invoicing, payments and other booking related transactions and third party fees.

For cancellations received after a deposit has been paid on a confirmed reservation, but prior to trip finalization and final payment, a two hundred and fifty dollar (CAD \$250) administration fee per person applies on top of any cancellation charge that may be levied by any travel supplier up until time of your final payment.

If arrangements are canceled after time of final payment, ORCT reserves the right to charge a five hundred dollar (CAD\$) administration fee per person on top of any cancellation charge that may be applied by any travel supplier.

If this administration fee is not able to be assessed against any funds on file with us from an agency deposit, we reserve the right to withhold the fee from any refund of monies provided by the travel supplier, or to charge your billing credit card that you have authorized us to use for your trip finalization and payments.

Passenger Name Spellings

The spelling of passenger names must match passport. ORCT cannot be held responsible for fees or denied boarding costs should the correct passenger names not be provided to us. While middle names may not be required or listed on booking confirmations from all vendors, the first and last name spelling must match the passport and other travel documents. Please review your initial booking confirmation and invoice carefully and contact us within 24 hours of sending should any adjustments be required.

Failure to notify us promptly of any name corrections required could result in supplier or airline issued fees or forfeit of tickets.

Visas, Passport and Entry Requirements

ORCT is not responsible for obtaining Visas, Passports or other documentation required for entry into countries visited on your trip. ORCT is not an approved visa handling service. Clients are responsible for checking entry and exit requirements for all destinations visited.

We provide up to the minute guidance on entry requirements through access for our clients to our BeWise Travel Guide including current visa requirements if applicable.

For additional information on current visa requirements, visit the travel guide on our website: <https://www.virtuoso.com/member/oceanrivercruises/travel/bewise-travel-entry-guide>

Health and Inoculations/Vaccinations

ORCT recommends guests check with their health care professional or the travel.gc.ca government information site for updated information on inoculations and vaccinations required or recommended for your trip.

This Web site contains external links to Web sites that are not necessarily affiliated with ORCT. These external links are provided as a courtesy to assist you with your travel planning. Please note that we have no control over the content of third party websites, and use of those websites will be subject to the applicable terms and privacy policy contained therein.

*** All bookings are subject to the additional terms, conditions and definitions as detailed in the applicable cruise line or travel supplier brochure or website ***