

ARIA TOURS – TOUR REGISTRATION FORM

Tour Name _____ Tour Date _____

Traveller 1 - Name (as on passport) _____

Preferred Name (for Tour Guidebook) _____

Mailing Address _____

City _____ State _____

Country _____ Zip/Postal Code _____

Phone Number(s) _____

Fax _____ Email _____

Passport Number _____ Date Issued _____ Expires _____

Place of Birth _____ Date of Birth _____

Traveller 2 - Name (as on passport) _____

Preferred Name (for Tour Guidebook) _____

Mailing Address _____

City _____ State _____

Country _____ Zip/Postal Code _____

Phone Number(s) _____

Fax _____ Email _____

Passport Number _____ Date Issued _____ Expires _____

Place of Birth _____ Date of Birth _____

Payment Made By: Cheque ___ Visa ___ MasterCard ___ Amex ___ Bank Wire ___ Money Order ___

Card Number _____ Expires _____

Security Pin (last 3 digits on reverse of card/4 digits on front of Amex) _____

Cardholder _____ Signature _____

Accommodation: Single ___ Double ___ Partner (if available) ___ Number of beds required ___

Name of Partner (if applying separately) _____

Do you require flight arrangements? Yes ___ No ___ (a fee of \$75 per person applies)

Departure City/Airport _____ Aisle seat ___ Window seat ___

Frequent Flier Number _____ Frequent Flier Account PIN _____

Note: we strongly recommend trip cancellation insurance

Please send me a travel insurance brochure ___

I acknowledge that I have been advised to purchase travel insurance and I decline (*please initial*) _____

Special Diet _____

Health Concerns _____

How would you rate your mobility? Excellent ___ Fair ___ I require assistance _____

Special Requests _____

TERMS & CONDITIONS OF REGISTRATION

**You must sign and return this form to Aria Tours*

DEPOSITS

In order to reserve your space on a tour, we must receive a deposit in the amount indicated for that tour (usually \$2500 US). For those wishing to register for a tour set to commence within 60 days of registration, payment of the full cost of the tour is required.

PAYMENTS

Payments may be made by Visa, MasterCard, American Express, cheque, money order or wire. Tour costs are stated in US Dollars and include all taxes, fees and services. Visa and MasterCard payments will be processed directly in US dollars. American Express payments will be converted to Canadian funds at the best rate on the date the transaction is processed. We will make every effort to ensure that our US clients' American Express statements show the exact published tour cost. In some cases it may be slightly less or slightly more due to the conversion. If it is less, you benefit; if it is more, let us know, and we will make up the difference (excluding any foreign transaction fees charged by your card provider).

WE DO NOT CANCEL TOURS

If five travellers register for a tour, it will run with an Aria Tours escort. If fewer than five travellers register, registrants will have the option to cancel and receive a refund (see REFUNDS below for applicable restrictions) or proceed with the tour on a self-directed basis. In the latter instance, certain refunds will apply as circumstances dictate and will be addressed on a case-by-case basis.

REFUNDS

Tour members are entitled to the choice of a full and immediate refund or a comparable alternate tour acceptable to the customer if the following conditions occur: 1) the scheduled departure of any transportation that forms part of the tour is delayed or advanced by 24 hours or more, unless the delay or advancing is the result of: (a) mechanical problems with a vehicle, ship or aircraft; (b) safety considerations; (c) weather conditions; (d) a strike or lock-out; or (e) force majeure; 2) a different cruise ship is substituted; 3) the accommodation is changed or the standard of the accommodation is changed; 4) the total price of the tour is increased and the cumulative increase, except any increase resulting from an increase in retail sales tax or federal goods and services tax, is more than 7 per cent; and 5) the documents needed for the tour are changed because the transportation routing is changed, and there is not enough time for the person to obtain the documents before the departure.

Tour deposits are otherwise refundable, less any amounts already transferred to suppliers (for such services as tickets or deposits on hotels) plus a \$300 administrative fee, up to 90 days prior to departure. For cancellations between 90 and 60 days prior to departure, there will be a charge of 50% of the balance due. There will be no refunds within 60 days of departure, and if the balance has not yet been paid at that time, the charge for cancellation will be the full balance amount. Requests for refunds must be received in writing.

TRIP INSURANCE

We do not cancel tours, but you may need to. **WE STRONGLY RECOMMEND TRIP CANCELLATION INSURANCE.** An application for travel insurance will be included with our confirmation of your reservation, and you will have 15 days from the time your deposit is received to mail the insurance application in order to receive the maximum coverage (i.e., for pre-existing conditions). Our supplier offers a **CANCEL FOR ANY REASON** policy that may cover your losses in the event that you cancel a tour, regardless of when or why you do so. If you wish to purchase a policy, simply fill out the included application form and mail it directly to the provider with the payment (the application includes a simple method of calculating your premium). Once you have done so, please let us know that you have purchased a policy with our provider. If a tour member chooses not to purchase an insurance policy, they must complete a waiver and return it to us. We regret that we are unable to provide insurance for residents outside the U.S. and Canada.

HEALTH INSURANCE

WE STRONGLY RECOMMEND THAT YOU OBTAIN SUPPLEMENTARY HEALTH INSURANCE from a private insurance company to provide you with additional coverage during your absence. If you are a resident of Ontario and you are insured under OHIP, you are entitled to very limited funding for a limited range of medical services when you are travelling outside of Canada. Also, the amount of funding provided by OHIP will not usually cover the full cost of any health services that you do obtain outside of Canada. To obtain private insurance contact a private insurance company or call the Canadian Life and Health Insurance Association Inc. at 1-800-268-8099.

PROGRAM DETAILS

Itineraries are subject to change. This includes performances, hotels, restaurants, etc. Tour costs are also subject to change, but barring drastic movements in exchange rates, they will remain as advertised. We will inform you of any changes as soon as we are aware of them. Once registered, you will receive a welcome package consisting of an informational letter and an insurance application and waiver. Complete tour details will be included in comprehensive handbooks sent to all tour members after the balance payment is received.

ELIGIBILITY

Our tours are designed for anyone who manages everyday walking and stair climbing without difficulty. Please contact us if you have any concerns regarding the amount of walking or to discuss the level of physical fitness required for the tour. If you have any disabilities, handicaps or medical conditions, please contact us to discuss whether the tour itinerary is suitable for you. We are also happy to provide you with a written copy of our tour itinerary if you would like to consult your physician. We will do our best to accommodate your situation, but we reserve the right to refuse to accept your deposit if we are unable to accommodate your individual and personal needs.

PRIVACY AND CONFIDENTIAL INFORMATION

Aria Tours is committed to controlling the collection, use and disclosure of personal information provided by tour members to employees of Aria Tours. Personal information shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the tour member or as required by law. Personal information shall be protected by security safeguards appropriate to the sensitivity of the information and retained only as long as necessary for the fulfillment of the purpose which it was collected. A copy of our privacy policy is printed on the reverse of your registration form and is available on our website.

RESPONSIBILITY OF TOUR PROVIDER

Aria Tours Inc. and its agents are not responsible for accident, death, injury, loss, detention, annoyance, irregularity or delay caused by any hotel, transportation company or third party, or resulting from quarantine, illness, weather, strike, terrorist act, act of nature, failure of transportation company, disturbance, government restrictions or regulations, change in transit or hotel service, mechanical failure or other causes over which we have no control. Full responsibility for operation of aircraft, ships, trains and vehicles used for tours rests with the operating companies. Reasonable changes in the routing, transit companies, hotels and sightseeing services may be made if deemed necessary or advisable for the comfort and well-being of the passengers. Aria Tours Inc. assumes no responsibility for loss, theft, damage or accident to passenger baggage.

The undersigned hereby agrees for and on behalf of himself, his dependents, heirs, executors, and administrators, and assigns them to abide by the conditions set forth herein, and to release and hold harmless ARIA TOURS INC. and any of their officers, trustees, agents, licensees, or representatives from any and all liability for delays, injuries, or death, or for the loss of or damage to his or her property however occurring during any portion of, or in relation to, the tour in question. Furthermore, the undersigned has carefully read, understood and agrees to these Terms and Conditions.

Name _____ Tour _____

Signature _____ Date _____

Name _____ Tour _____

Signature _____ Date _____

* Please sign and return to Aria Tours, PO Box 46005, 2339 Ogilvie Road, Ottawa, ON, Canada, K1J8M0



REGISTRATION NO. 50016048

ARIA TOURS - PRIVACY POLICY

Aria Tours Inc. is committed to protecting the personal information that you share with us, and we value your trust. Please take a moment to review the information below.

- We do our utmost to ensure your personal information is safeguarded and protected by adhering and acting in accordance with the Information Protection and Electronic Documents Act of Canada (the Act) (PIPEDA) and the Canadian Standards Association Model Code for Protection of Personal Information.
- We may collect the following personal information in the course of offering services or providing services to you: name, address, phone number, e-mail address, credit card details (if necessary), comments you may provide us or trip destination information. The collection of this information is done to allow us to provide services to you as requested. We also use this information to answer your request for further information about our trips, make a custom booking, or provide you with general information about Aria Tours Inc. and/or our services. We take customer privacy seriously and use the most reliable security measures to protect our customer database.
- Personal information is not collected unless you provide this to us. This means you can visit and browse our website without having to provide any personal information to Aria Tours Inc.
- All personal information that is provided to us is stored in secure databases at a secure location. Passwords and firewalls protect these databases. Please note however that no data transmission over the Internet can be guaranteed to be 100% secure and we cannot ensure the security of information you transmit to us over the Internet.
- All of our credit card deposits with our financial institutions are encrypted for maximum security. Credit card information is never stored in our software.
- Access to your personal and private information is limited to authorized employees only. We keep our employees informed about our policies and procedures. Unauthorized access and/or disclosure of client information is strictly prohibited. All of our employees are expected to maintain the confidentiality of customer information at all times.
- Aria Tours Inc. does not share your personal information with third parties.
- Aria Tours Inc. sends occasional e-mail newsletters with information regarding new tours we are offering. If you contact us by email, we will automatically include your e-mail address to our newsletter mailing list, but will remove it at any time if you so wish.

By using our services and/or by sending us your contact information, you consent to the collection, use, retention and disclosure of your personal information as set out in this Privacy Policy. You may withdraw your consent with respect to any or all uses or disclosures of your personal information at any time (subject to legal or contractual restrictions) by sending instructions to David Merritt at info@ariatours.com.