

## **Cancellation and Change Policies**

Subject to your compliance with the cancellation and modification policies of each tour operator or product/service supplier, Jesa Travel may charge a reasonable fee for any booking cancellation or modification.

## **Terms and Conditions**

The Passenger has been informed of the risks of travelling by your Travel Advisor (hereinafter "The Travel Agency") and has released The Travel Agency and all of its partners, suppliers and subsidiaries, from all responsibilities and liabilities. This includes but not limited to;

1. The Passenger (s) has read and understands the travel restrictions and warnings advised by the government of Canada at <https://travel.gc.ca/travelling/health-safety/covid-19-security>
2. The Passenger (s) has read and understands the travel advice and advisories for the destination they are travelling.

3. It is the Passenger's responsibility to:

- Understand and agree to the terms and conditions of chosen suppliers before asking the advisor/ agent to complete the booking
- Read and understand mandatory information, such as but not limited to, documentation requirements, airport arrival deadlines for flights, and vaccination requirements.
- Understand and agree to the terms and conditions of the chosen suppliers before asking the advisor/ agent to book your trip on your behalf.
- Ensure you take the time to read the information provided to you. Some of this information may be mandatory; such as but not limited to, documentation requirements, airport arrival deadlines for flights, and vaccination information.
- To provide the Travel Advisor with the correct information for your trip. This includes but not limited to; Legal Names as per your travel documentation, Gender, Date of Birth. Suppliers can deny boarding if the information is not correct, and incorrect information may not be able to be changed once the trip is booked. It could result in forfeit of funds, and full rebook at current rates.
- Be sure you take the time to read and understand your supplier travel documentation at least one week before travel.
- Complete all supplier(s) online check-in during the time given.
- For Flights, reconfirm all flight times before departure and keep a close eye on gate numbers as they may change.

4. The Passenger understands that commercial airspace closures and movement restrictions can occur without warning and could prevent your return to Canada.

5. The Passenger has read, understands and agrees to the booking terms and conditions of the travel supplier as per their website, including the change and cancellation policy and fees.

6. The Passenger acts on behalf of and represents every person(s) as listed on their invoice and who had booked in this travel reservation. The parties' consent to the electronic signature as an acceptable means to constitute a written acceptance of this Agreement, in which case, the signatures of the parties shall be deemed to be original.

## **COVID 19 Terms and Conditions**

COVID 19 remains an active, worldwide, with associated health risks and restrictions that could, without warning, affect and cause significant disruptions, cancellations and changes to any and all travel arrangements, by way of COVID 19 outbreaks, sudden border closures, quarantine and lockdown orders, airport closures, government travel advisories.

The Passenger (s) understands that they may be subjected to health screening, health questionnaires, COVID-19 testing, or even quarantining during their travels and it is the responsibility of the traveller to ensure they have the required documentation in place for travel to destinations outside of Canada. The passenger(s) assume all the COVID 19 Risks and other risks involved with such travel, whether those risks are expected or unexpected.

NOTWITHSTANDING THE ABOVE, the Passenger and everyone who is a part of the booking, have decided to proceed with the travel arrangements and are asking the Travel Agency to confirm the booking.