



Magnificent Wildlife & Culture of Kenya

VICTOURS
INTERNATIONAL
2021

DURATION: 13 DAYS/12
NIGHTS

02 OCTOBER -
14 OCTOBER
2021

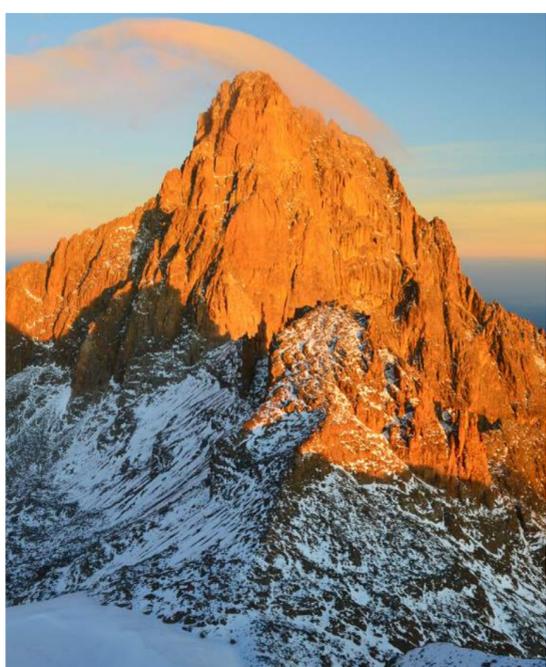
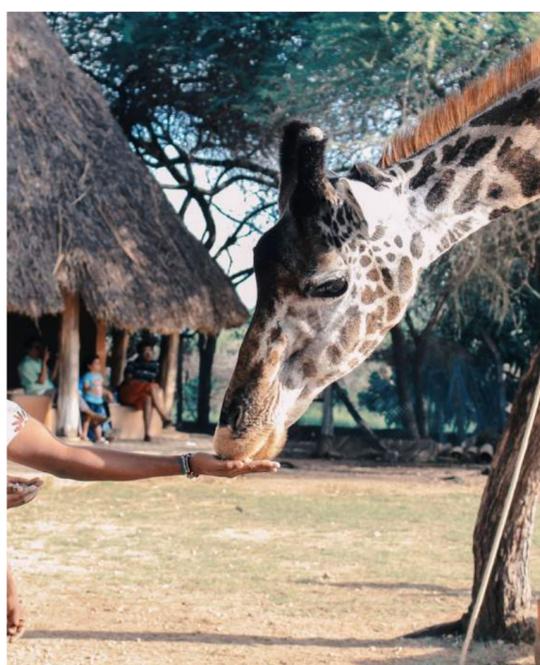
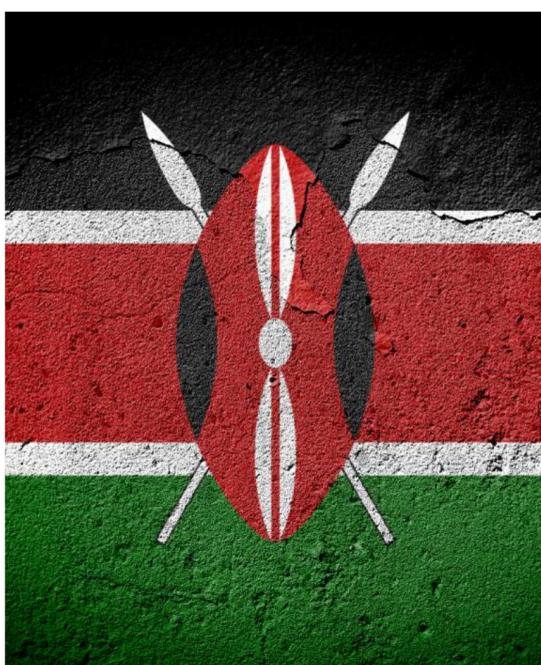
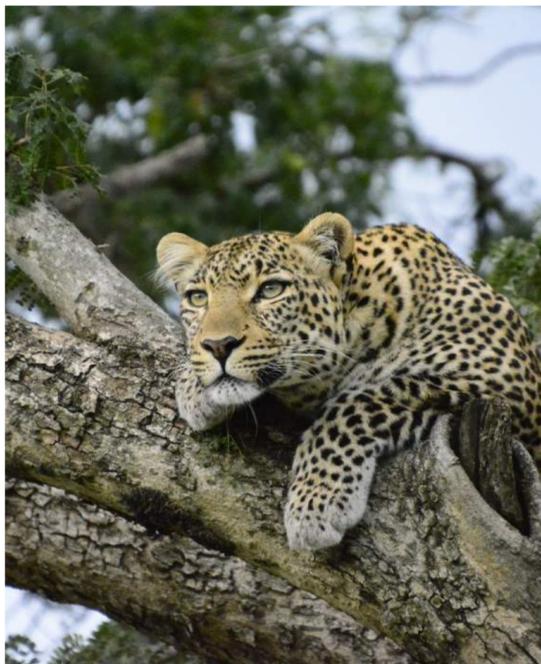
ONE OF VICTOURS' SMALL GROUP LUXURIES

The Swahili-bantu word 'Safari' when translated simply means 'Journey', and we have packed our journey with Kenya's astounding landscapes, cultures and wildlife. We will explore a great amount of this country, from the arid dry landscape of Samburu in the north to the lush and dotted savannah of Maasai Mara in the southwest. We will learn about the rehabilitation of orphaned elephants at Sheldrick's Elephant Orphanage and visit the chimpanzee sanctuary at the Ol Pejeta Conservancy. Each summer from July to October,

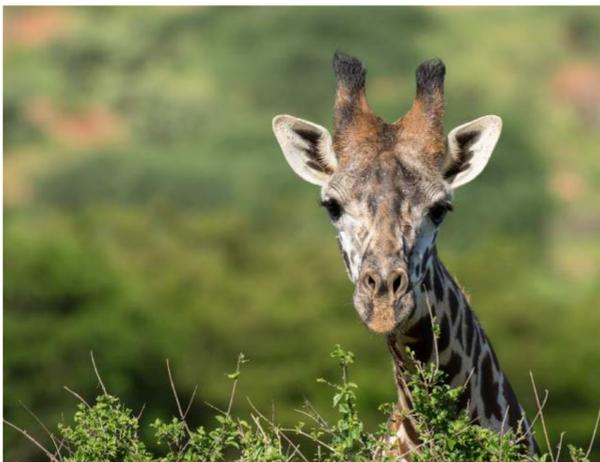
Kenya welcomes the annual Wildebeest Migration, a spectacular phenomenon as two-million wildebeest following the long-rains, cross over from Tanzania to arrive in the Maasai Mara Game Reserve. Kenya is also home to several different and unique cultures and we'll explore and experience the traditions of these proud people.



VICTOURS International



**MAGNIFICENT WILDLIFE &
CULTURE**
of Kenya



Day 1. October 02, 2021 - Saturday - Toronto - Europe - Meet & greet by your Tour Escort at Toronto Pearson Airport. Assistance with check-in. Fly aboard non-stop overnight service to Europe. **In-flight meals**

Day 2. October 03, 2021 - Sunday - Arrive Nairobi - JAMBO - KARIBU!! - Upon arrival at the Jomo Kenyatta International Airport, following immigration and customs, we will be met by our local representatives in their traditional, unique & special welcome. During our private transfer to the hotel enjoy some 'bubbly', wet towels and presentation of an authentic safari hat and a beautiful authentic canvas pouch filled with safari essentials. Check in at the hotel.

Overnight stay at **Radisson Blu Hotel & Residence**, Nairobi Arboretum

Day 3. October 04, 2021 - Monday - Nairobi - Following a leisurely breakfast, we'll depart for The Daphne Shedrick's Elephant Orphanage to spend an hour with these playful and gentle would-be giants. The ages of these babies vary from a few months to 3 years and each orphaned elephant is assigned its own keeper until they are ready to be re-introduced into the wild. The keeper will give us a talk about the elephants, how they are getting on, and how some of the previous orphans are progressing.

Later, we will head off to Karen Blixen Coffee Gardens, originally part of the home of the infamous Danish author (of the "Out of Africa" fame). Picturesquely located at the foot of the Ngong Hills, it is here that we'll enjoy a delicious 'Welcome to Kenya' lunch at the Tamambo Karen Blixen Restaurant. Enjoy a stroll around the famous farm-house now known as the Karen Blixen Museum. Then, we take a short drive to the Giraffe Centre, an educational activity and part of African Fund for Endangered Wildlife.

The centre has a small herd of Rothschild's Giraffes which are endangered species and we'll get a chance to feed them and see them up close. If time permits, we may proceed to the Kazuri Beads Factory, a community project set up in 1975 to support single mothers. What is unique about Kazuri Beads is that every piece of jewelry is handmade and each one is unique.

Overnight stay at **Radisson Blu Hotel & Residence**, Nairobi Arboretum **(B) (L)**

Day 4. October 05, 2021 - Tuesday - Nairobi - Samburu - Leaving Nairobi this morning, we head north to the Samburu National Reserve, set in a spectacular scenic landscape in the rugged semi-arid northern region of Kenya. Upon arrival, check-in at our camp and proceed to have a sumptuous lunch.

On our afternoon game viewing drive, we'll explore the verdant riverine forest, a stark contrast to the arid thorn studded plains. The Samburu region is the best place to find several endemic Northern species; including the long-necked Gerenuk gazelle, the Beisa oryx, the Reticulated giraffe, the Somali ostrich and Grevy's zebra. Leopards are often seen at dusk. Samburu is also an ornithological paradise, home to many birds including local species such as the Palm-Nut vulture and the vivacious dove.

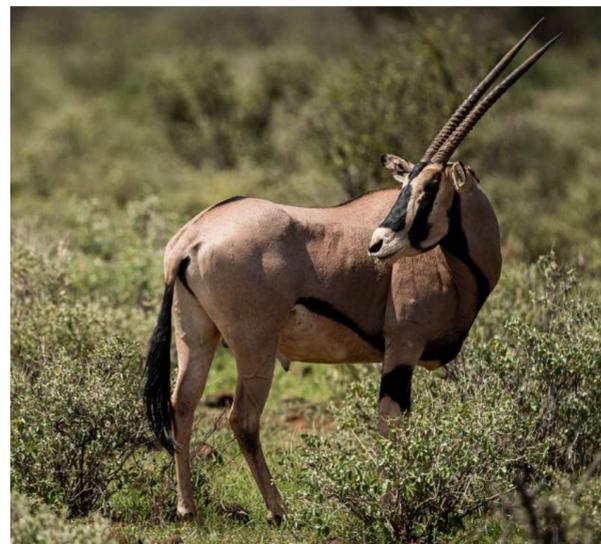
The Samburu culture is a fascinating one, sharing a great deal of ancestral and linguistic ties to the Maasai.

We'll have the opportunity to interact with a small group of Samburu dancers who'll entertain us during dinner. Dinner and overnight at **Elephant Bedroom Camp, Luxury Tents (B) (L) (D)**

Day 5. October 06, 2021 - Wednesday - Samburu - Our first stop will be at a Samburu manyatta. We'll get to know how the tribe lives in these harsh surroundings. The rest of our day is spent with morning and afternoon game viewing drives in both Samburu and Buffalo Springs Game Reserves. Let's enjoy some of the best and most colourful game viewing in the country.

The Ewaso Nyiro River which meanders through this vast and dry reserve, dotted with doum palms, is home and refuge to the region's wildlife. Spotting a leopard emerging to hunt at dusk brings the perfect end to a day on safari!

Dinner and overnight at **Elephant Bedroom Camp, Luxury Tents (B) (L) (D)**





Day 6. October 07, 2021 - Thursday - Samburu - Ol Pejeta - Today, we take a drive to Ol Pejeta Conservancy arriving at our tented camps in time for lunch. This Conservancy and its sumptuous ranch were once the private domain of famed multi-millionaire, Adnan Kashoggi.

Our afternoon game viewing will also include a visit to the chimpanzee sanctuary, a charming haven established by the Jane Goodall Institute to provide sanctuary to orphaned chimps. The sanctuary also acts as a special and protected refuge for the black rhino. This is Africa as Teddy Roosevelt saw it years ago when he led one of the first safaris to tour Africa in comfort and splendor. The tents at Sweetwaters will remind us of this past era.

Dinner and overnight at **Sweetwaters Tented Camp**, Standard Wing Tents **(B) (L) (D)**

Day 7. October 08, 2021 - Friday - Ol Pajeta - Lake Nakuru - We take the scenic route towards Lake Nakuru National Park, arriving at The Cliff. Perched at the top of the 330-foot high rock face sits The Cliff; our small and intimate luxury camp furnished in a contemporary European style that defies conventional labels.

During our afternoon game viewing drive it's possible see various animal species including prides of lion, Cape buffalo, waterbucks, and wart hogs. The Park is a sanctuary for the endangered Rothschild giraffes and the black & white Rhino. There may be sightings of the Burchell's zebra, impalas, and the elusive leopard among many others. Over 300 bird species have been recorded in Lake Nakuru National Park.

Dinner and overnight at **The Cliff**, Standard spacious Tents **(B) (L) (D)**.

Day 8. October 09, 2021 - Saturday - Ol Pajeta - Lake Nakuru - The Park environment here is serene and we'll discover that the scenery is breath-taking as we spend our day exploring. Lake Nakuru National Park is one of the best places to see the endangered black and white Rhino. However, the fame of Lake Nakuru is the pink flamingo that flock to its shores to feed on the cyanobacteria of the Lake's alkaline waters.

An important breeding ground and migratory stopover for many species of birds, the region has been designated a UNESCO World Heritage Site. It is hard to believe, but at certain times of the year, there can be over a million flamingos forming a big pink band around the edge of the Lake. It is also a sanctuary for the rare Rothschild Giraffe and is also one of the best places in Kenya to see leopards.

Dinner and overnight at **The Cliff**, Standard spacious Tents **(B) (L) (D)**.

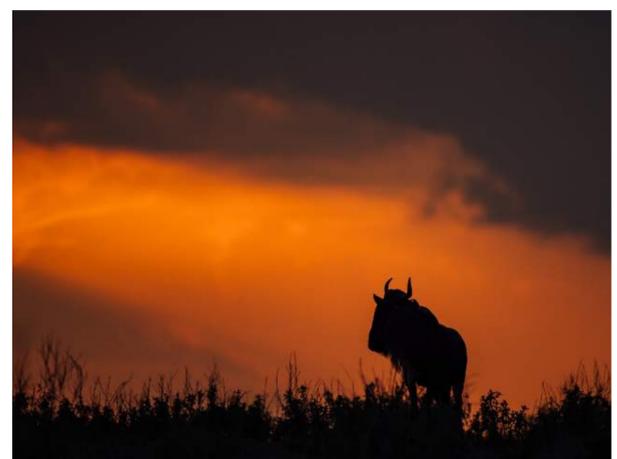
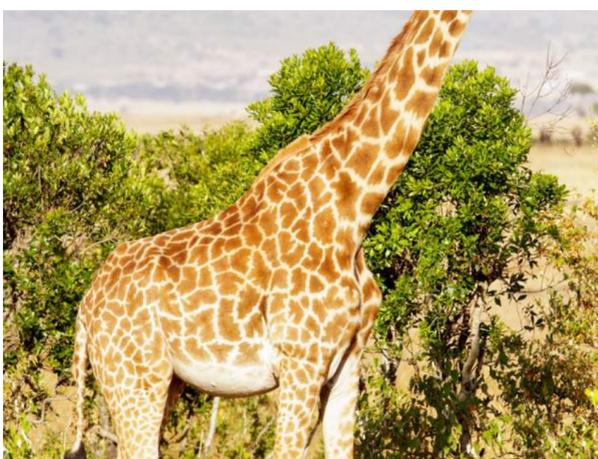
Day 9. October 10, 2021 - Sunday - Lake Nakuru - Maasai Mara - After a sumptuous breakfast, depart for Maasai Mara; the national game reserve that is the only region of Kenya where the visitor may witness the same super-abundance of wildlife as it existed a century ago.

The Mara Game Reserve, albeit world famous for its 'big five' (lion, Cape buffalo, the savannah elephant, black rhino and the elusive leopard), also boasts over a hundred other species of animals and exceeds 400 species of birds. The vast savanna grasslands as far as the eye can see is home to the annual wildebeest migration. Upon arrival at our Camp, we enjoy lunch, some rest and an afternoon game drive.

Dinner and overnight stay at **Mara Ngenche Safari Camp (B) (L) (D)**.

Day 10. October 11, 2021 - Monday - Maasai Mara - OPTIONAL ACTIVITY: Early-morning balloon ride over the Mara Plains!

Today's adventure begins just before dawn. Flames from the hot air balloon burners light the darkness as the crew inflates their craft. As dawn is breaking and rays of sunlight begin to flicker across the skies, the hot air balloon fills, then rises and you're off for a game-viewing adventure. Apart from the occasional hiss of the burners, a lion's roar, elephants crashing through the bush, baboons perched in the tips of the trees startled and screeching to see something above them, the flight above the Masai Mara plains is magically silent. At the end of the balloon flight, the passengers are treated to a champagne breakfast in the bush, complete with flowers. China and crystal are set out on the table that is placed under a convenient acacia tree. Our driver/guides and our vehicles track your flight and await your arrival back on land and following your champagne breakfast, take a drive back to the camp. Time for a well-deserved rest and a sumptuous lunch.





For those that do not opt for the Optional Balloon flight, we'll enjoy the morning breakfast at the camp. Our safari driver-guide has the safari vehicle at the ready for us and we proceed on a morning game viewing drive, returning to our camp for lunch just before 1:00 p.m.

Following a short rest, we depart during late afternoon/early evening for a game drive in a different area of the Game Reserve. You may even be so lucky to witness a leopard or a cheetah sprint and make a kill! The spectacular lighting effect that the sunset has on the rolling savanna of the Maasai Mara is stunningly beautiful.

Dinner and overnight stay at **Mara Ngenche Safari Camp (B) (L) (D)**.

Day 11. October 12, 2021 - Tuesday - Maasai Mara - Enjoy a leisurely breakfast at the Camp. Later, we'll visit a Maasai Manyatta to learn a bit about their lifestyle and culture. The Maasai have steadfastly stuck to most of their traditions, lifestyle and lore. The tribe co-exist together with the region's wildlife, They have always been pastoral and semi-nomadic and make their living herding cattle and goats. We'll also learn about their living conditions and some of their traditions.

The balance of the day is spent exploring the reserve.

Dinner and overnight stay at **Mara Ngenche Safari Camp (B) (L) (D)**.

Day 12. October 13, 2021 - Wednesday - Maasai Mara - Nairobi - Homebound - Breakfast followed by check-out. Bidding farewell, we'll be transferred to the local airstrip for a quick flight to Nairobi. Upon arrival, we will be met and transferred to our hotel where a 'day-room' is reserved for our convenience for some rest and for freshening up prior to our international flights. We'll need to check-out by 6:00 p.m. We will enjoy a special farewell dinner prior to proceeding to Jomo Kenyatta International Airport. Check-in formalities and board our overnight flight to Europe. **(B) (L) (D)**.

Day 13. October 14, 2021 - Thursday - Europe - Toronto - We arrive in Europe early this morning and await in transit to connect with our non-stop transatlantic flight to Toronto. Arrive in Toronto later in the evening.

End of services

COST: PER PERSON SHARING DOUBLE OCCUPANCY (CAD\$) - \$9630.00
SINGLE SUPPLEMENT - \$2527.00

INCLUDED FEATURES

- Group size: Maximum 18 participants
- Accompanied by a professional Canadian Tour Escort throughout the tour
- Domestic Flights: Mara - Nairobi, economy class
- Gratuities for driver-guides and restaurant staff at all lodges
- Meet & greet service at Nairobi Jomo Kenyatta Airport
- Welcoming service with complimentary wet towels and 'bubbly'
- Complimentary Authentic Safari Hat and safari essentials pack
- Roundtrip private arrival and departures transfer between airport/hotel in Nairobi
- 10 nights' accommodations in Kenya as described (or similar)
- Meals as described by B,L,D as per the itinerary
- Special Welcome Lunch and Farewell Dinner as described
- Use of a custom designed pop-up roof Safari Land-cruiser while on safari
- Services of a professional English Speaking driver-guide for each vehicle used
- Maximum 6 passengers per vehicle
- Game viewing drives as stated in the itinerary
- Unlimited supply of drinking mineral water in the safari vehicles.
- Complimentary Emergency Evacuation Flying Doctors' services

PLUS

- Based on the World Health Organizations directives, we now have added health and safety protocols on ALL our safaris in East Africa.

New cleanliness protocols at the hotels, lodges and camps:

- New guidelines on cleanliness at the hotels, lodges and camps are in place with immediate effect
- All guests provided a comprehensive hygiene & safety guide on confirmation of bookings, hand sanitizers and face masks on check-in
- 360-degree hygiene & safety focus on repeated cleansing of room furniture and bathroom accessories, door-handles, all switches including lampstand toggles, telephones, tabletops, all remotes, bathroom sinks, taps, toilet cover & seat, flush controls, shower controls, elevator surfaces & buttons
- Safe distance markings in lobby & elevators
- Frequent air-conditioning filter disinfection for enhanced air quality
- Sanitized tableware, glassware, food-contact surfaces, condiments in disposable sachets

Safe-distancing practices at the lodges, camps and hotels:

- Reduction in the number of guests in the public areas such as restaurants etc.
- Most smaller camps have verandahs or patio outside the room for meals to be served
- Tents are far apart in small 'villa' style camps

Safe-distancing in the safari vehicles:

- Current safari land-cruisers sit eight passengers including the driver.
- Capacity now restricted to four or six passengers for reasonable social distancing between guests
- No passenger allowed to sit in the front seat beside the Guide/Driver.

Safety & cleanliness protocols for safari vehicles:

- Stringent cleanliness procedures prior to departure and upon return from every safari
- All safari vehicles will be pressure washed and steam cleaned inside and outside
- Prior to guests boarding, the vehicle will undergo an electrostatic spray cleansing
- Effective sanitizing of all surfaces inside the vehicle with electrostatically charged mist mixed with environmentally friendly disinfectants
- Safari vehicles will be car fogged using a portable handheld static UVC Germicidal Spray gun

All Guests arriving in East Africa receive our "Welcome Kit" including:

- Safari Hat
- Bottle of eco-friendly sanitizer
- Insect-repellent
- Bottle of hand lotion
- A stylish recyclable mask made from local African fabric to take home as your safari memento!

NOT INCLUDED:

- International flights and airfares (will be quoted separately)
- Entry visa fees for Kenya (now available on-line)
- Meals not specified in the itinerary
- Personal expenses such as alcoholic beverages, bottled water, phone and internet usage, laundry etc.
- Any optional excursions i.e., balloon safari etc.
- Gratuities to housekeeping staff Travel & Medical Insurance - strongly recommended
- Any other services not mentioned above

VICTOURS INTERNATIONAL

TERMS & CONDITIONS

When you book with 375645 Ontario Ltd., doing business as VICTOURS, the following Terms and Conditions become part of your contract with us. You should therefore read the Terms and Conditions before booking your tour.

DEPOSIT & PAYMENTS

A non-refundable deposit of 30% of the amount is due at time of booking. Full payment must reach our office 45 days prior to date of first service.

CANCELLATION PENALTIES

- up to 46 days prior to departure: Loss of deposit
- between 45 days and 21 days prior to departure: 50% of total cost
- 20 days prior or no show: 100% of total cost

BOOKING

Prices are in Canadian dollars unless otherwise stated and are subject to change without notice. We reserve the right to cancel your booking if not paid in full by due date.

TRAVEL INSURANCE

VICTOURS strongly recommends that you purchase travel insurance, including coverage for at least trip cancellation and out of Canada health coverage.

PAYMENT

We accept Mastercard, Visa and American Express in Canadian dollars only and your verbal authorization for use of your card indicates your compliance with all of these Terms and Conditions and confirms your reservation without the need for you to sign for the purchase.

SPECIAL REQUESTS

We will pass along all special requests and other requirements but these are strictly at the discretion of the supplier, cannot be confirmed prior to your departure and may require additional payments in destination. We cannot control and are not responsible if special requests are not fulfilled.

SPECIAL NEEDS

We must be advised of special passenger needs at the time of booking and we will try to accommodate them but cannot confirm a reservation until all travel suppliers have acknowledged that they can provide the services requested. There may be a charge for some services and suppliers may deny boarding if prior notification of the special needs is not given – even with a medical certificate.

INFLIGHT SERVICES

Charges may apply to inflight services, including internet connection and/or entertainment.

BOOKING CHANGES

If you change your booking more than 45 days prior to departure an administration fee of \$50 (including GST/HST) will apply. Correction of a name, change of name, change of a departure date or change of the type of tour, made within 45 days of departure makes the booking subject to full applicable cancellation charges. Air tickets that have been issued may have separate conditions, please refer to the terms and conditions provided on your flight ticket. Changing all names on a file constitutes a cancellation. If rooming requirements are altered due to a cancellation by one or more passengers, the passengers still travelling must pay the applicable rate for the accommodation to be occupied. Once travel has commenced, NO changes to the booking are permitted. The vacation packages are prepared months in advance, and sometimes one of the advertised services or locations is modified or not available. On occasion after your booking is confirmed, we may have to make changes to the services that are part of the package. Most often this will be minor, however we may have to make a Major Change before you depart.

Major Change includes:

- change of destination;
- change of time of departure or return by more than 24 hours;
- change of the standard of the accommodation;
- increase in the cost of the vacation package of more than 7% (unless government imposed);
- change of route necessitating other identification or documentation when there is insufficient time to meet these requirements before departure; and
- an error in our rates.

If we have to make a Major Change, we will advise you or your travel agent and you may:

- accept the change;
- select one of our alternate vacation packages at the applicable price;
- or cancel completely and obtain a full refund of the price you paid.

Sometimes the hotel you choose will not be available because of unexpected maintenance or overbooking. If this is the case, we will provide a substitute hotel, of equal or greater standard. If we are obliged to downgrade the accommodation, and you accept that offered change, we will provide you with a refund. We reserve the right to change our published prices without notice and to pass on to you all government imposed taxes, transportation fees and surcharges, including fuel and currency fluctuations. We may not be able to refund you in full for changes that are made for reasons of Force Majeure, namely war or threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, weather causing beach erosion, epidemics or health risks, technical or mechanical problems with transport, flight delays due to weather, government action, closed or congested airports or seaports, supplier insolvency and any events beyond our control.

If you cancel the following charges apply from the date we are advised of your cancellation. The calculation of the cancellation amount does not include the day of departure. More than 45 days 30% of total price; 45-21 days 50% of total price; 20 days and no-show 100% of total price.

Cancellation charges include GST/HST and are effective from the day that we record your cancellation notification. We may re-sell any cancelled seats or accommodation without refund to you.

VICTOURS INTERNATIONAL

TERMS & CONDITIONS

TRAVEL DOCUMENTS

All necessary e-docs pertaining to travel services booked by VICTOURS will be provided by VICTOURS prior to departure. It is your responsibility to make certain that you have the identification documents necessary to travel to and from your destination(s). You should travel with a passport - valid for at least 6 months after the date of your scheduled return. If your travel documents are not in order you may be refused boarding and any additional costs incurred to get you to or from your destination(s) will be your responsibility and no refund will be issued to you for any part of the tour that you miss. A criminal record may be used as a reason for denial of entry to a destination. If both parents of a child are not travelling with the child a notarized letter from the child's parents should be obtained, authorizing the child to travel and including specific reference to the destination and dates of departure from and return to Canada. Payment for airport improvement tax and/or departure tax and/or tourist cards is not included in the price of your package and is your responsibility.

FLIGHT DETAILS AND CHANGES

Your travel documents contain conditions of carriage which limit the airline's liability under international conventions and agreements. Any complaints concerning your flights should be made to the airline concerned. We reserve the right to substitute alternate carriers and aircraft types and to add en-route stops at our discretion with or without notice to you. Operational changes are sometimes required and may result in the need to reschedule or cancel your flights. You should confirm all flights at least 48 hours before departure and flight departure time at least 24 hours before the scheduled departure time. If a flight delay is announced at the airport, it may not be possible for the airline to provide accommodation or meals during the delay. If a delay is related to weather, traffic, or another force majeure situation, any expenses incurred by you will be your responsibility.

VICTOURS is not responsible for additional expenses or lost income as a result of changes to flight times or missed vacation time. If you only purchase your airfare from us it is your responsibility to leave a contact number at your destination and with your travel agent so that we can contact you in case of a flight change. If you are booking connecting flight(s) you should allow at least 3 hours and preferably overnight between the connecting flight and the charter flight that is part of your package. All such connecting flight reservations are made at your risk and you agree to assume the cost of any loss in the event of a change to the original flight schedule.

AT THE AIRPORT

Seats are allocated on a first-come, first-served basis unless you have pre-purchased seating allocation. You should arrive at the airport at least 3 hours prior to your flight departure. Check-in closes 45 minutes prior to flight departure and all passengers must be present for check-in. You will not be allowed to board or obtain a refund if you have not checked in 45 minutes prior to flight departure. Airlines reserve the right to deny boarding to any passenger they deem to be in an unfit condition to fly.

Make sure that you check your booking documents or the airline for details about baggage allowance and the updated baggage regulations. Additional charges will apply to baggage in excess of the weight allowance will be charged an additional cost. Any lost, delayed, or damaged baggage is the responsibility of the airline. If your baggage is delayed at your destination or upon your return home, you must contact the airline representative before leaving the airport. If you fail to notify the airline representative before leaving the airport any claim will be invalidated. The handling of your baggage is performed by an independent contractor over which we have no control. VICTOURS is not responsible for the loss or damage to your baggage or any other possessions, and we recommend that you purchase insurance to cover this type of loss.

AT YOUR DESTINATION

Regardless of the time you arrive or depart, most hotels expect departing guests to vacate their rooms by noon and arriving guests to check-in after 3 pm. At all-inclusive hotels, any property privileges start at check-in and end at check-out. VICTOURS is not responsible for any loss or damage caused by the use of bellman services.

Routine maintenance and renovation occurs at all hotels, especially in popular resort areas. VICTOURS is not responsible for any interruption and/or inconvenience you may encounter as a result of these renovations or maintenance. In some new hotels, there may be facilities that are not fully functional and landscaping and finishing touches may happen during your stay.

VICTOURS is not responsible for any sporting, other activities or optional tours sold at the destination by independent contractors. All such optional tours are at an extra charge and may be different than advertised or not available during your stay. Any mention or description of an optional tour in any VICTOURS literature is not an endorsement of the optional tours.

It is not the same away from home and because Canadians enjoy a very high standard of living the uninterrupted supply of water and electricity, local health conditions, levels of security and standards of food and beverages may differ from those enjoyed at home. In the tropical climates, the insects enjoy deluxe hotels as much as they do any other. Illness or inconvenience resulting from the services provided or omitted at the destination are outside the control of VICTOURS and it is not responsible for any such illness or inconvenience.

Many resorts are frequented by topless sunbathers and are beyond the control of VICTOURS. VICTOURS is not responsible for any guest's behavior. Local governments are in charge of services and facilities and local cultural and/or political events may cause the withdrawal of these services and/or facilities which is beyond the control of VICTOURS. VICTOURS is not responsible for the withdrawal of any services and/or facilities.

YOUR PACKAGE

Your package includes only the travel services purchased. All other details are provided for your information only and are not included in the price of your package. The features included may vary and are subject to withdrawal by the hotel. Activities are on a first-come, first-served basis and are subject to the availability of equipment. Daily activity programs are subject to an adequate number of participants and a reservation in the destination may be required. Capacity for any activity may be limited during busy seasons and all activities take place based on the weather being appropriate. The sporting and social activities are provided on a complimentary basis by the hotel and are not included in the price of your package unless specifically indicated. Drinks will only be available during bar opening hours. À la carte meals may be limited to one or two per week and a reservation is usually required. No bonus features have any cash value and room upgrades are strictly on a space availability basis when you check-in.

You will not be provided with a refund for any part of an unused vacation package.

The photographs we use are representational only and are not a guarantee that everything will be exactly as depicted at the location on arrival. Any drive times are approximate.

VICTOURS INTERNATIONAL

TERMS & CONDITIONS

PROBLEM HANDLING

If you encounter any issues or have a complaint while at the destination, you must advise the local representative or hotel management immediately to provide an opportunity to investigate and/or resolve your complaint. If for any reason your complaint is not resolved during your vacation, you must notify us within 30 days of returning from your vacation. Failure to adhere to these notification guidelines may affect the timeliness of our response, the accuracy of our investigation, and will be a consideration in reviewing the options to resolve your complaint.

VICTOURS is not responsible for any representations made by travel agents, hotel employees, independent contractors or suppliers of any kind. No agent or representative of VICTOURS may waive any provisions of these Terms & Conditions. The invalidity of any of these terms or conditions shall not affect the validity of any other provision.

OUR RESPONSIBILITY

VICTOURS makes arrangements with independent contractors such as airlines, transfer operators, hotels & other suppliers that provide the services that you purchase as part of your package. Although we take care in selecting these suppliers, they are all independent parties and we have no control over them and are not responsible for their acts or omissions. Services provided by these independent parties are subject to applicable Provincial travel industry acts and the regulations thereunder, together with, where applicable, any conditions imposed by the independent parties and as such, their liability is limited by their tariffs, conditions of carriage, tickets and vouchers and international conventions and agreements.

VICTOURS is not responsible for any loss, damage or injury, whether physical or mental, or to property, resulting from any delay, substitution or deficiency of quality of equipment or service, or any act, omission, or negligence of any of these independent parties, their agents, servants, employees or subcontractors supplying any of the services herein or for any claims for such loss, damage, or injury, whether physical or mental, arising therefrom, or from any claim that arises by reason of any action or omission of any party other than VICTOURS.

LIMITATION OF OUR LIABILITY

The liability of VICTOURS for any loss, damage or injury, whether physical or mental, arising from its own acts, omissions or negligence, is limited to the price of the services purchased.

PRIVACY

We are committed to protecting your privacy and have developed a policy and related procedures to do so. You can find our privacy policy at www.victoursinternational.ca.

GOVERNING LAW

Your agreement with us is governed by and is to be construed and interpreted in accordance with the Laws of the Province in which you were located when you booked your package with us.

DISPUTES

You agree that any dispute will be submitted to the exclusive jurisdiction of the Courts of province in which you were located when you booked your package with us.

PHOTOGRAPHS ON OUR WEBSITE AND ITINERARIES

Photographs displayed on our website and itineraries are representational only unless stated otherwise and not a guarantee that everything is exactly as depicted upon arrival at destination.

EXCEPTION TO STANDARD CANCELLATION PENALTIES

Some services may have additional booking conditions and at time of booking may be up to 100% non-refundable

Please refer to terms provided on proposal.