



GOLF & SAFARI IN SOUTH AFRICA

**VICTOURS
INTERNATIONAL
2021**

WEST & NORTH GROUP

Duration: 15 days/14 nights

**21 NOVEMBER -
05 DECEMBER
2021**

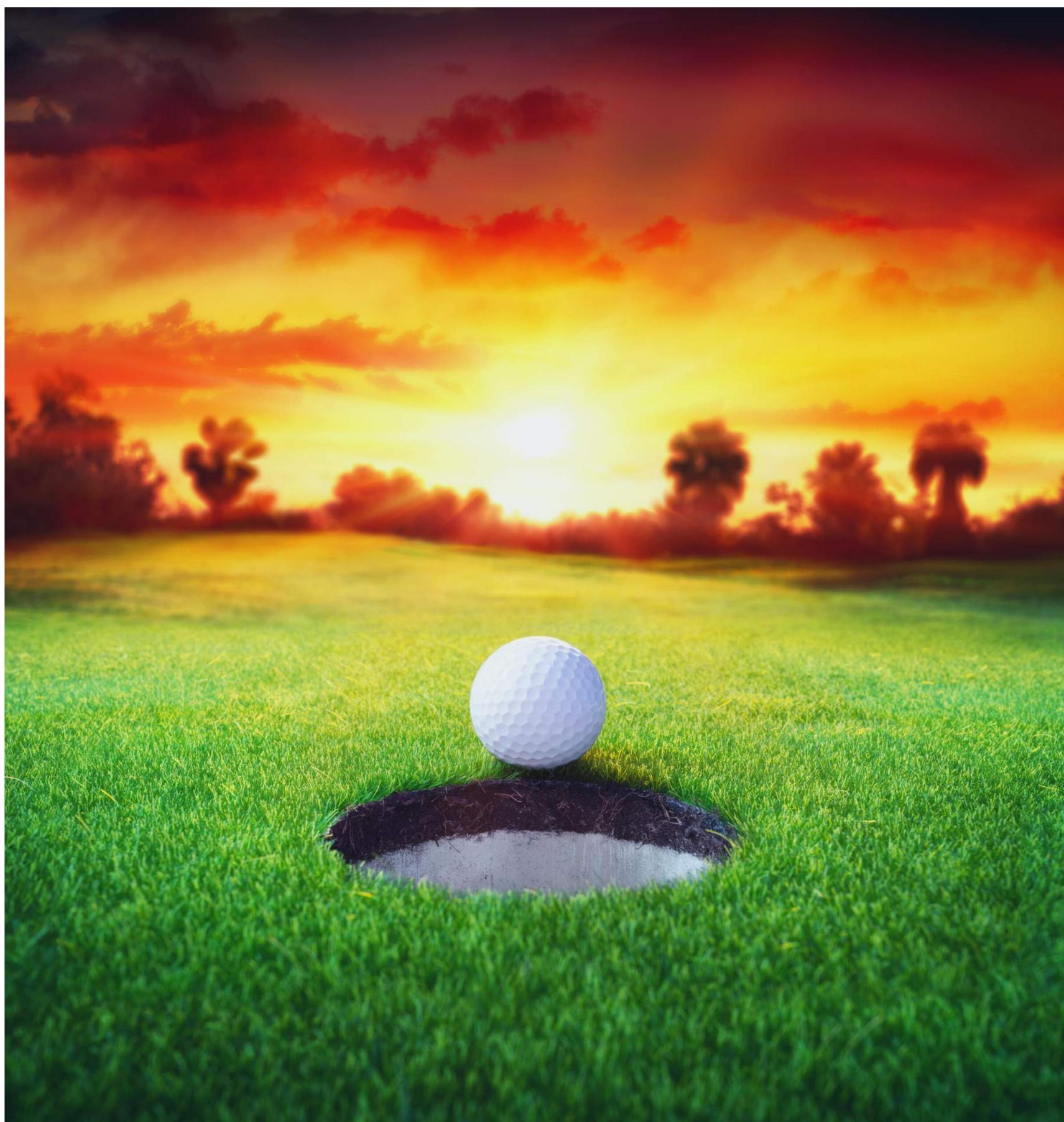
ONE OF VICTOURS' SMALL GROUP LUXURIES

LIMITED TO MAXIMUM OF 24 GUESTS

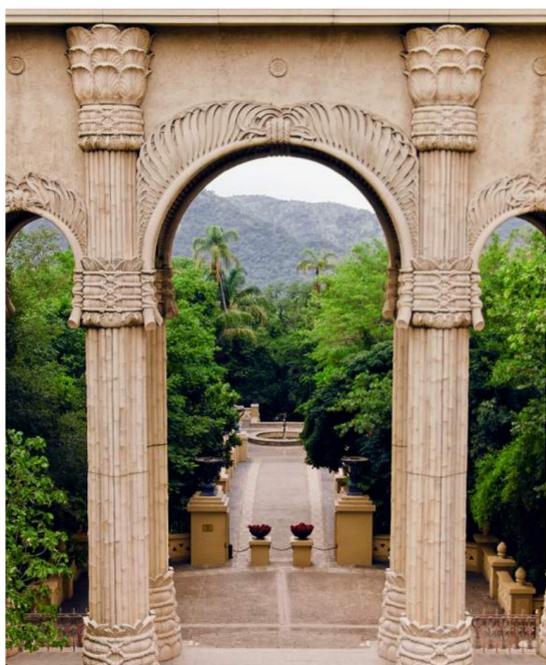
South Africa is a kaleidoscope of amazing landscapes, vibrant cities, pristine towns and villages, and of course, incredible wildlife game reserves. Not to be outdone in the field of sports, South Africa has played an important role in the world of cricket, rugby, soccer and golf. There is a long list of world-class golf courses that hold national and international tournaments. We are delighted to bring to you a perfectly planned Golf & Safari. The itinerary that we have planned offers both golfers and non-golfers equal opportunities to indulge in various activities of their liking and choice.

Play golf courses such as the Royal Cape, Steenberg, De Zalze, Paarl Valley, Gary Player Course at Sun City, and Leopard Creek; all stunningly beautiful and a dream-come-true for even the casual golfer! Regardless of your handicap, these courses offer a thoroughly enjoyable game.

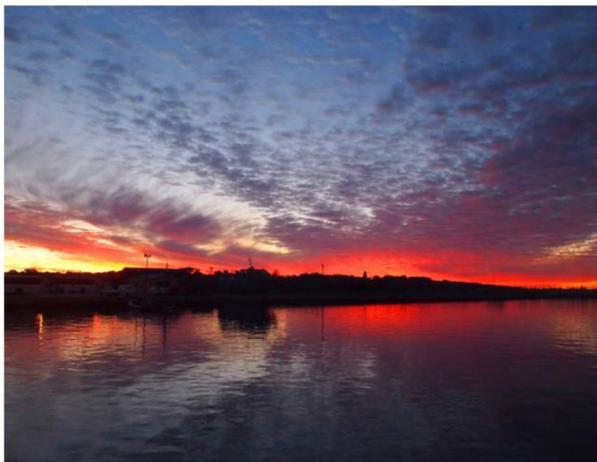
For the accompanying non-golfers, our offer of inviting and exciting excursions will keep you occupied when your partners are golfing away. Beyond golfing, sightseeing and excursions, this is also a gourmet delight as we take you to some of the famous dining spots around the country.



VICTOURS International



**GOLF IN SOUTH
AFRICA
ONE PUTT AT A TIME**



Day 1. November 21, 2021: Sunday - Toronto - Europe/North - Africa Meet & greet by your Tour Escort at Toronto Pearson Airport. Assistance with check-in. Fly aboard non-stop overnight service to Europe or North Africa. **In-flight meals**

Day 2. November 22, 2021: Monday - Europe/North Africa - Cape Town - Early morning arrival in Europe or North Africa, we immediately connect with the continental non-stop flight to Cape Town, South Africa. Upon arrival and after immigration services, customs, and baggage collection, we will be met in the arrival's hall by our pre-appointed professional licensed guide. There will be porters to assist with our luggage. On to the waiting motor coach for a private transfer to the Table Bay Hotel. Hotel check-in on arrival (from 14h00 onwards) and rest of day at leisure.

In: Monday 22-Nov-2021 Out: Friday 26-Nov-2021 (4 nights)

The 5-star Table Bay Hotel is in a prime location within the V&A Waterfront, Africa's premier shopping destination. The hotel offers a premium selection of establishments where you can enjoy gastronomic delights that has helped the city of Cape Town earn its reputation as a food-lovers destination. Overnight stay at **Table Bay Hotel**, Luxury Twin/King Rooms. **In-flight Meals**

Day 3. November 23, 2021: Tuesday - Cape Town - Robben Island Tour (weather permitting) - Breakfast at the hotel - Early morning, guests are met at their hotel by their local English-speaking guide and transferred/walked through to the Nelson Mandela Gateway for their Robben Island Tour. We highly recommend the 09:00 AM departure as the winds generally pick up in the afternoon making the sea journey quite uncomfortable. We will disembark at Murray's Harbour on the east coast of the island and take a short walk to buses that will transport us to all of the historically significant sites. This is where South Africa's father of the nation, the legend of a man, Nelson Mandela spent 18 years in prison. The tour guides inside the prison are former political prisoners and their knowledge of this island is unparalleled and adds a unique cultural layer to this experience. This tour culminates with a viewing of Nelson Mandela's cell.

Please Note: Robben Island requires guests to produce a form of identification when they purchase a ticket and board a ferry when visiting the island. All visitors are required to provide either an identification document, passport, birth certificate or drivers licence. Copies of these documents will be accepted. On return back to the V&A Waterfront, time at leisure for lunch in the V&A Waterfront (own account).

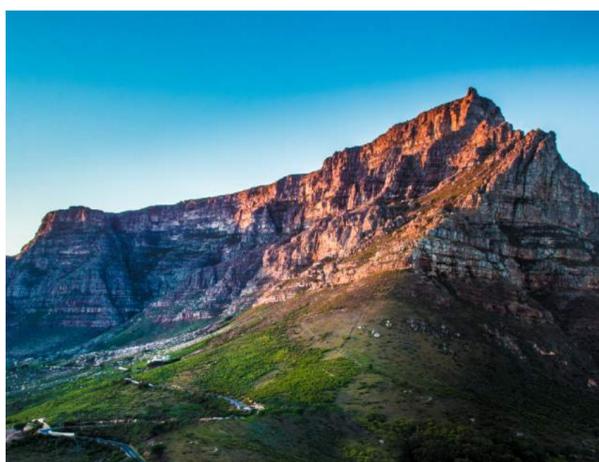
An afternoon City Tour of Cape Town including Table Mountain.

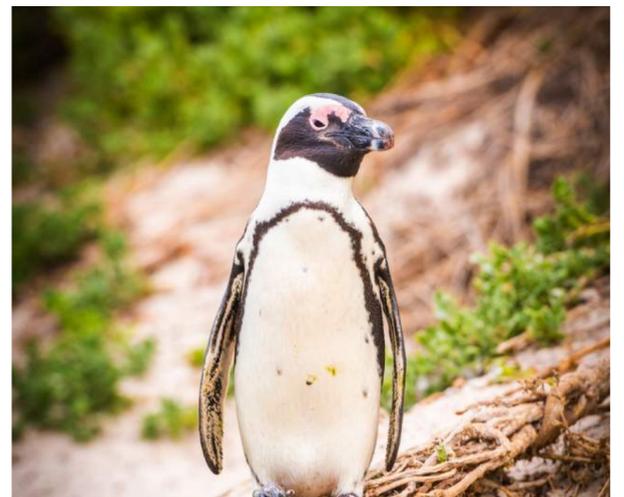
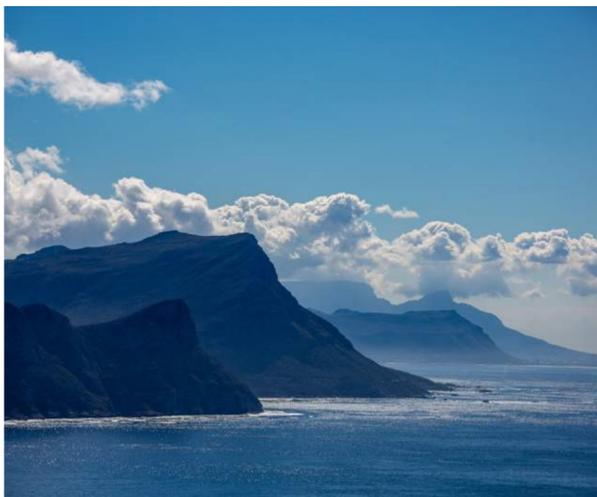
Cape Town - Explore South Africa's exciting 'Mother City' on this guided tour of the historical and cultural sights of Cape Town. Step into rich history, passing by key historical monuments and places of interest such as the Castle of Good Hope and Cape Town City Hall. We'll stop at the beautiful St. George's Cathedral, then pass through the lush Company Gardens and explore Bo-Kaap, also known as the Cape Malay quarter.

Table Mountain (weather permitting) - We'll take a trip to the top of the world, high above the clouds on the Table Mountain, the icon in Cape Town, and named as one the seven wonders of nature. It attracts millions over visitors from all across the globe. We'll ride the cable car (weather permitting) to the top for a bird's eye view of this beautiful city. This evening, a transfer to Sevruga Restaurant for dinner (included) We'll enjoy a 3-course Dinner at SEVRUGA RESTAURANT, including gratuity. Alcoholic beverages and soft drink are excluded and you are required to settle with the restaurant directly. Overnight stay at **Table Bay Hotel**, Luxury Twin/King Rooms **(B,D)**.

Day 4. November 24, 2021: Wednesday - Cape Royal Golf Club, Cape Town - Breakfast at the hotel. **GOLFERS:** Play a round of golf. ROYAL CAPE GOLF CLUB (18 Holes) www.royalcapegolf.co.za Golfing Green Fees (including shared cart and roundtrip transfers hotel/golf course) - South Africa's oldest and most prestigious course appears to be its most humble too. Set in the backdrop of Cape Town's Table Mountain Range, Royal Cape Golf Club enjoys tremendous views of Devils Peak and the long tail of the Table Mountain Range. The Club began on the 14th of November 1885 and over the past 120 years has managed to evolve with golf and yet maintain its extraordinary heritage; a formidable achievement.

NON GOLFERS: Full Day Shopping / Art Tour English-speaking guide & transportation included – all shopping & lunch for own account. This tour will introduce you to incomparable South African products, brands and expertise. We head to Green Market Square where you can find great African art and hand-crafted goods as well as colourful clothing. A visit to the Old Biscuit Mill complex, a dynamic market space offering sublime restaurants, clothing boutiques, and an abundance of beautiful collaborators showcasing their wares. And finally, in the heart of the city visit Long Street, with its shops and restaurants. Both groups return to the hotel by mid-afternoon. Dinner on own. Overnight stay at **Table Bay Hotel**, Luxury Twin/King Rooms **(B)**.





Day 5. November 25, 2021: Thursday - Steenberg Golf Club, Cape Town Breakfast at the hotel.

GOLFERS: Play a round of Golf - STEENBERG GOLF CLUB (18 Holes) www.steenberggolfclub.co.za
Golfing Green Fees (including shared cart and roundtrip transfers hotel/golf course) Steenberg Golf Estate is consistently named one of the best conditioned golf courses in South Africa by Golf Digest's annual top 100. It is located in Tokai on the foothills of the Constantiaberg Mountains. This course threads itself through the natural wooded sections of the Table Mountain National Park, Tokai forest and the Uitsig vintage wine plots south of Constantia. This allows for the 'bump and run' in the rough around the greens which is a rare shot in South Africa. Wednesday afternoons, Saturdays and the first Sunday of the month are reserved for members.

NON GOLFERS: Half Day Cape Malay Cooking Experience & Lunch (Private) - This 3.5 hour experience will introduce you to the food, culture and traditions of the Cape Malay's of Bo-Kaap and offer you a hands-on practical lesson Cape Malay cooking. Learn how to make a variety of Cape Malay favourites and how to mix masala for that perfect pot of Cape Malay Curry! A fully immersive social and cultural experience combining a walking tour, hand on cooking workshop and a 2-course lunch.

Both groups return to the hotel by mid-afternoon. Balance of the day at leisure. Dinner on own
Overnight stay at **Table Bay Hotel**, Luxury Twin/King Rooms **(B)**

Day 6. November 26, 2021: Friday - Cape Town - Stellenbosch - Breakfast at the hotel and check-out. All incidental costs to be settled directly with the hotel prior to departure.

Cape Peninsula Tour - This full-day tour explores Cape Town's stunning peninsula moving through the vibrant coastal suburb of Sea Point onto Clifton and Camp's Bay. The scenic road winds its way to Hout Bay before heading onto the famous Cape Point Nature Reserve at the very tip of the peninsula. We'll ride the funicular to the top to see the meeting of the two oceans - The Atlantic meeting with the Indian Ocean.

We'll enjoy a 3-course lunch at SEAFORTH RESTAURANT. Lunch and gratuities included. Alcoholic beverages and soft drinks excluded and to be settled with the restaurant directly.

Then make our way to the penguin colony that has made Simon's Town their home. Later, we travel through the eclectic fishing village of Kalk Bay and surfer heaven Muizenberg before stopping at the lush Kirstenbosch Botanical gardens.

Ending our Peninsula Tour in the late afternoon, we continue our drive to the pristine Cape Winelands and the town of Stellenbosch. Upon arrival, we'll check-in at the Devon Valley Hotel, in Vineyard Luxury Rooms on a Bed and Breakfast basis

In: Friday 26-Nov-2021 Out: Monday 29-Nov-2021 (3 nights) - The Devon Valley Hotel is a naturally beautiful and inspiring place in South Africa's oldest wine route, secluding itself in a corner of the Stellenbosch Winelands and enclosed by its own Sylvan Vale Vineyard. The views from the Devon Valley Hotel include olive groves, vineyards and the Helderberg Mountains. Overnight **Devon Valley Hotel**, Vineyard Luxury Rooms **(B,L)**.

Day 7. November 27, 2021: Saturday - De Zalze Golf Club - Stellenbosch - Breakfast at the hotel.

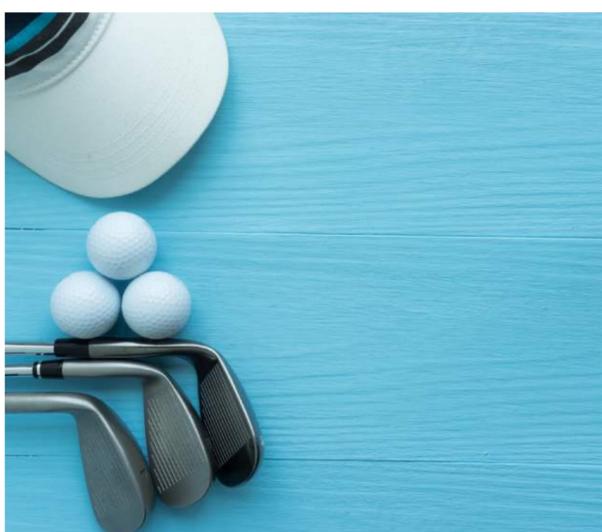
GOLFERS: Play a round of golf. **DE ZALZE GOLF CLUB** (18 Holes) www.dezalzegolf.com

Golfing Green Fees (including shared cart and roundtrip transfers hotel/golf course) De Zalze golf course, designed by renowned architect, Peter Matkovich, requires great accuracy when playing the game. The course has an excellent mix of parkland holes, as well as the Oak tree lined Blaauwklippen river which winds its way through the Golf Estate and comes into play at various intervals. This estate dates back to 1838 and is the ideal location for golf and wine weekends. We'll also be indulging in some wine tasting at Kleine Zalze at the end of the game.

NON-GOLFERS: Half Day (Morning) Stellenbosch - Walking Tour. While the golfers are busy swinging away, the rest of the group will enjoy a lovely walk in the town of Stellenbosch. Enjoy a walk in one of the oldest wine routes in South Africa and Stellenbosch exudes plenty of charm. History, culture, natural beauty, sport, education and wine has made the name 'Stellenbosch' resonate around the globe as one of South Africa's premier tourist, wine, business and education attractions.

During the afternoon, golfers and non-golfers get together for a half-day (Afternoon) Winelands Tour. A visit to the Cape is not complete without experiencing the attractions of the Cape Winelands. Our half-day immersion in the country's leading wine region with an elegant mix of Cape Dutch, Georgian and Victorian buildings, yet it exudes a modern vibrancy.





This is South Africa's golden triangle for winemaking and the region is known for its reds, whites, blends and bubbies, along with stunning locations, fabulous food and hospitable people. This tour is a marvellous complement to a trip to Cape Town. Our group dinner will be at the hotel. Alcoholic beverages and soft drink are excluded and you are required to settle with the restaurant directly. Overnight - **Devon Valley Hotel**, Vineyard Luxury Rooms **(B,D)**

Day 8. November 28, 2021: Sunday - Pearl Valley Golf Club - Stellenbosch/Franschhoek - Breakfast at the hotel.

GOLFERS: Play a round of Golf PEARL VALLEY GOLF CLUB (18 Holes) www.pearlvalley.co.za Golfing Green Fees (including shared cart and roundtrip transfers hotel/golf course) The Pearl Valley Golf Estate is strikingly beautiful and located between the Simonsberg and Drakenstein Mountain Range. This exclusive golf course has the mighty Berg River flowing through it and the setting of mountains, orchards and vineyards. Designed by Jack Nicklaus you'll find his signature markings throughout. Challenging water hazards, verdant fairways and greens as well as sand bunkers makes this championship golf course a must try for ardent golfers.

NON-GOLFERS: Half Day (Morning) Franschhoek Walking Tour Strolling the quaint streets of Franschhoek, exploring its little bookshops and chocolatiers, and meandering from one historical attraction to the next is a delight. Walking gives you the opportunity to keep a comfortable pace and not to miss a thing as you get the most out of this intriguing culinary hotspot. Art enthusiasts will love exploring the variety of galleries that line the streets. Our guided tour takes us through a wonderful variety of work being produced locally across 20 different galleries.

Group transfer back to the hotel in Stellenbosch. Dinner is on own account Overnight - **Devon Valley Hotel**, Vineyard Luxury Rooms **(B)**.

Day 9. November 29, 2021: Monday - Stellenbosch - Johannesburg - Pilanesburg - Breakfast at the hotel and check-out. All incidental costs to be settled directly prior to departure. Private transfer from Devon Valley Hotel, Stellenbosch to Cape Town Airport Flight to Johannesburg. Depart CPT at 09h00 - Arrive JNB at 11h00 (flight times approximate) - Meet & Greet service at Johannesburg Airport, assistance with baggage handling and a private transfer to Bakubung Bush Lodge, (transfer time approx. 2 and ½ hours). Check-in on arrival (from 14h00)

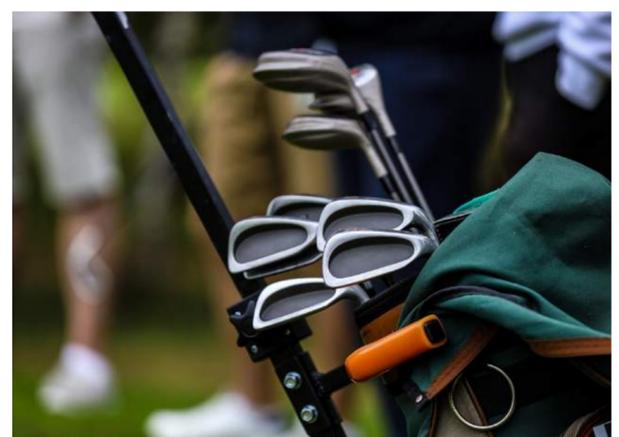
In: Monday 29-Nov-2021 Out: Wednesday 01-Dec -2021 (2 nights)

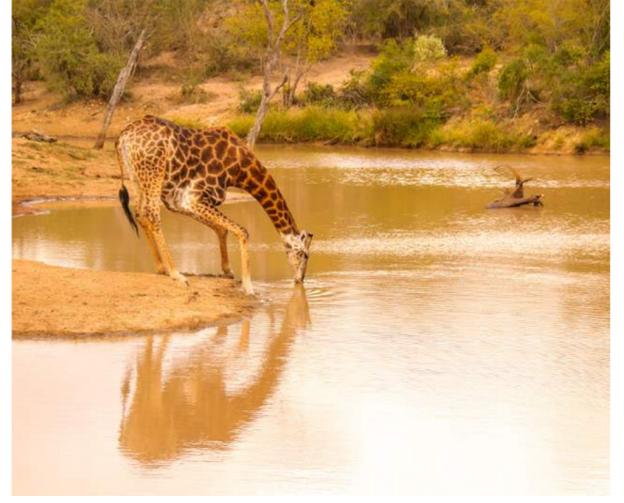
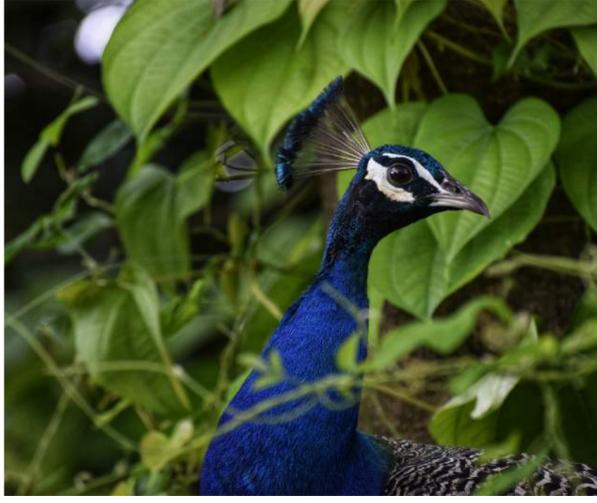
Accommodation at Bakubung Bush Lodge in a Standard Room on a Dinner, Bed and Breakfast and one game drive per day Bakubung Bush Lodge is in the Pilanesberg National Park and is a short distance from the famous Sun City Resort. Opening out onto a veranda with panoramic garden views, the elegant rooms at the Bakubung come with a flat-screen satellite TV. Private bathrooms come with a separate bath and shower. There are a number of bars and restaurants. Pilanesberg is a 57,000-hectare, malaria-free game reserve that boasts the 'big-five' - lion, leopard, elephant, rhino and Cape buffalo, all found on the reserve. We'll enjoy an afternoon game drive in the park. Dinner and overnight at **Bakubung Bush Lodge**, Standard rooms **(B,D)**

Day 10. November 30, 2021: Tuesday - Gary Player Country Club, Sun City - Breakfast at the Lodge
GOLFERS: Play a round of Golf Gary Player Country Club (18 holes)

<https://www.suninternational.com/sun-city/activities/golf/gary-player-golf-course/> - Caddy fees and halfway house lunch cost included. The course, designed by Gary Player, is an 18-hole par-72 walking only course. Built in an extinct volcanic crater, this immaculate golfing paradise conforms to the stringent US PGA specifications and was recently named South Africa's Best Golf Course. It is also home to the annual Nedbank Golf Challenge which plays host to some of the world's golfing legends.

NON GOLFERS: Visit to Sun City Resort. Sun City Resort - Deep in the rugged bushveld, in the heart of an ancient volcano, lies the world's most unique resort, the internationally acclaimed Sun City. The Resort has a unique heartbeat and an African rhythm of its own. Its glamorous casinos, gourmet restaurants, extensive sports facilities and star-studded spectacles have entertained millions. The full variety of entertainment on offer ranges from slots to safaris; the theatre extravaganza to a games arcade for children; horse riding, and of course, golf. Following the above activities, we all return to Bakubung Bush Lodge for some time at leisure. Later around 3:30 PM, we embark on a game drive in search of the big five. Outdoor 'Boma' dinner and overnight at Bakubung Bush Lodge, Standard rooms **(B,L,D)**





Day 11. December 01, 2021: Wednesday - Sun City - Hoedspruit - Early morning final game drive in Pilanesburg National Park returning for breakfast and check-out. All incidental costs to be settled directly with the lodge. Private transfer from Bakubung Safari Lodge to Johannesburg O.R. Tambo International Airport. We fly to Hoedspruit in Northern Kruger National Park. Flight departs Johannesburg 3:30PM – Arrives Hoedspruit 4:15PM (Flight times are approximate and subject to change). On arrival at Hoedspruit Airport, a private transfer to Oliver's Restaurant & Lodge.

In: Wednesday 01-Dec-2021 Out: Thursday 02-Dec-2021 (1 night) - Oliver's Restaurant & Lodge is on the White River Country Estate and has sweeping views of the 18-hole championship golf course while being surrounded by the forests of the Mpumalanga Province. This area is revered for its beautiful and adventurous attractions. The lodge itself houses a restaurant that has been ranked numerous times within the top 100 restaurants in South Africa, making it a gourmet destination. It is from here that you can embark on day trips to the Kruger National Park in search of the Big Five of Africa or experience the Panorama Route, with its unique geological features, mountain ranges and cascading waterfalls. Check-in and rest of afternoon at leisure. Dinner & overnight at **Oliver's Restaurant & Lodge**, Luxury Rooms **(B,D)**

Day 12. December 02, 2021: Thursday - Leopard Creek Golf Club - Kruger National Park - Breakfast at the Lodge and check-out. All incidental costs to be settled directly with the lodge prior to departure.

GOLFERS: Play a round of Golf We've saved the very best for last! Leopard Creek Golf Club (18 Holes) www.leopardcreek.com - Golfing Green Fees (including shared cart and roundtrip transfers hotel/golf course) - A golf course that defines perfection! Rated amongst the Top 100 Golf Courses of the world, Leopard Creek's innovative architectural and landscaping techniques ensure that the golf course and living areas are naturally protected from animals, while lakes and small streams have been diverted through the development to create scenic vistas and interesting golf strategies. Golfing hazards take on a new dimension at Leopard Creek, for much of the water is home to the magnificent creatures for which the river is named, crocodiles. Extensive use has been made of water features and sightings of crocodile, hippo, antelope, buffalo and elephant are commonplace, on the course or in the Kruger Park bordering the course.

NON-GOLFERS: Half Day Panorama Tour - Half Day Panorama Tour - Explore one of South Africa's most picturesque routes with an experienced guide as we take a tour of the area's many natural wonders. We'll visit the Pinnacle Rock towering 30m above the forest as well as God's Window, one of South Africa's most famous vantage points (on clear days you can see as far as Mozambique). Take in the Blyde River Canyon and the Three Rondawels, massive spirals of dolomite that rise from the far wall of the canyon. Then we explore the colourful craft markets en-route.

Following the above, our group will be transferred to Lukimbi Safari Lodge in the Kruger National Park.

In: Thursday 02-Dec-2021 Out: Saturday 04-Dec-2021 (2 nights) - Accommodation at Lukimbi Safari Lodge in Classic Suites on a Full-Board plus 2 Game-drives daily Lukimbi is a luxury safari lodge located in South Kruger. This national park is South Africa's premiere tourist attraction and home to majestic African beasts. The lodge has been decorated and furnished with African style flair with every detail having been seen too even down to the fireplace with creatively engraved animals. The lodge has a lounge that overlooks the Lwakahle River where a myriad of African wildlife come down to drink. The bar has an award-winning wine list and cellar and there is a library to sit and enjoy leisure hours when you aren't bush trekking in search of the Big Five. Our stay at Lukimi includes 3 full meals daily, all teas and coffees, 2 game drives daily in open Land-rovers and a safari walk with qualified and well-trained rangers. Alcoholic beverages, soft drinks spa facilities, beauty treatments, curios, items of a personal nature, spa treatments, gratuities and any services not specified are not included.

This afternoon, we will embark on our first game drive and sundowner in Kruger Park Afternoon Game Dinner will be at the Lodge. Overnight stay at **Lukimbi Safari Lodge**, Classic Suites **(B,L,D)**

Day 13. December 03, 2021: Friday - Kruger National Park - The day is at leisure. Enjoy breakfast at a leisurely pace. You may select to go on the morning and afternoon game drives or just relax and enjoy the lodge ambience. As an alternative to the morning game drive, after breakfast, you can join qualified guides on a bush walk, which is not more than two hours. This is a great opportunity to see some of the smaller creatures and plants up close, not to mention some of the larger wildlife in their own environment. Overnight stay at **Lukimbi Safari Lodge**, Classic Suites **(B,L,D)**





Day 14. December 04, 2021: Saturday - Kruger National Park- Johannesburg - Homebound

Pre-dawn game drive when the nocturnal wildlife is most active. Return to the lodge for breakfast. Later, check-out and settle all incidental costs directly with the lodge prior to departure. A private transfer from Lukimbi Safari Lodge to Nelspruit KMA Airport in time to board our flight to Johannesburg.

Depart Nelspruit 3:30PM - arrive Johannesburg 4:25PM (Flight times approximate and subject to change). On arrival, we'll remain in transit for our homebound international flight to Canada via Europe or Africa. **(B, In-flight meals)**

Day 15. December 05, 2021: Sunday - Arrive in Canada - Arrive in Toronto.

End of services.

Golf Games at a Glance

DATES (2021)	CITY/TOWN	GOLF CLUB/COURSE	WHAT'S INCLUDED*
24 NOV	Cape Town	Royal Cape Golf Club	18-Hole Green Fees + Shared Cart
25 NOV	Steenberg Estate, Cape Town	Steenberg Golf Club	18-Hole Green Fees + Shared Cart
27 NOV	Stellenbosch, Cape Winelands	De Zalze Golf Club	18-Hole Green Fees + Shared Cart
28 NOV	Paarl, Cape Winelands	Pearl Valley Golf Club	18-Hole Green Fees + Shared Cart
30 NOV	Sun City	Gary Player Country Club	18-Hole Green Fees + Caddy Fees
02 DEC	Kruger National Park	Leopard Creek Golf Club	18-Hole Green Fees + Shared Cart

*Private return group transfer from the hotel to the Golf Course and v/v.

GOLFERS - COST PER PERSON SHARING DOUBLE OCCUPANCY (CAD\$) - \$9780.00

SINGLE SUPPLEMENT - \$2450.00

NON-GOLFERS - COST PER PERSON SHARING DOUBLE OCCUPANCY (CAD\$) - \$8500.00

SINGLE SUPPLEMENT - \$2450.00

*Round-trip International Airfares to/from South Africa are additional.

Included features:

- Group size: Maximum 24 participants
- Accompanied by a professional Canadian Golf Coach/Tour Escort throughout the tour
- Domestic Flights: Cape Town – Johannesburg – Nelspruit, and KMIA – Johannesburg
- An English-speaking licenced South African National guide for all transfers and sightseeing excursions except when in the Pilanesberg National Park and Kruger National Park where professional game rangers and a trackers will accompany the group during game drives
- All transfers and sightseeing excursions by private touring vehicles
- Meet & greet service on arrival at all airports in South Africa
- Porterage at airports and hotels (1 x standard piece of luggage per person)
- Porterage at airports and hotels (1 X Golf bag per Golfer)
- Private transportation in touring vehicles including services of English speaking drivers
- All health & safety protocols as per WHO and local Government directives
- 12 nights accommodations based on twin sharing basis at hotels/lodges mentioned in the itinerary (or similar) and inclusive of local taxes
- Daily meals as specified by B L D (breakfast, lunch, dinner) in the above itinerary
- Entrance fees to sightseeing venues as stated in the itinerary above
- Guide and driver meals & accommodation where applicable
- Local English-speaking guide on all sightseeing excursions, unless specified in programme
- Golfer's package as described in the itinerary (tee times subject to availability and group size)
Sightseeing and excursions specially arranged for non-Golfers as described
- Services of a professional Guide/Tour Leader throughout the itinerary as described above

Not Included:

- International flights and airfares (will be quoted separately)
- Meals not specified in the itinerary
- Gratuities for guides, drivers, game rangers and trackers
- Golfers: Gratuities to Caddies where applicable
- Personal expenses such as alcoholic and other beverages, telephone calls and laundry etc.
- 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.