

## Luxury Tour Packages - CANADA



### Lake Louise Luxury Retreat: Experience Awe and Indulgence in Nature

4 Days | 3 Nights  
DM-LX LLUEXP

Lake Louise, AB

Tour Operates: May to October

This is a Private Tour Experience that is fully customizable.

#### Deposit & Payment Policy

- 61-days or more prior to start date of tour - \$250 per person.
- Full payment required 45-days prior to start date of your tour.

#### Change & Cancellation Policy

- 32-days or more prior to start date of tour – refundable less \$100 per person.
- 31-days or less – 100% non-refundable.
- No Show – 100% non-refundable.
- Unused Services - non-refundable.

#### What is defined as a change?

A change is defined as any of the below or a combination thereof.

- Correction of a name/s.
- Change of name/s.
- Change of a departure date. Changes within the Change/Cancellation Deadline are subject to applicable Cancellation Penalty.
- Change or alteration in room requirements. Such changes may be subject to additional charges based on the revised room requirements and type of rooms. Changes within the Change/Cancellation Deadline are subject to applicable Cancellation Penalty.

All changes are possible only if accepted by the supplier, and subject to the applicable fee, availability of inventory and/or supplier's willingness to effect the requested changes.

No changes to the booking are permitted once travel has commenced,

A change of the type of tour is considered a cancellation.

#### Booking Changes & Cancellation (Other Terms)

Vacation packages are prepared months in advance. Occasionally, one of the advertised services or locations may be modified or may not be available. On such occasions 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.

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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 obtain these items before departure; and an error in our rates.

If we must make a Major Change, we will advise you 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 chose will not be available because of unexpected maintenance or overbooking. If this is the case, DMCi Inc. will provide a substitute hotel, of equal or greater standard. If DMCi Inc. is obliged to downgrade the accommodation, and you accept that offered change, DMCi Inc. will provide you with a partial 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.

DMCi Inc. 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.

**What is the policy in case your client's flight gets cancelled or delayed, or if they are unable to travel and join the tour for other reasons?** – Stars & Maple Inc., our service providers, employees, contractors & sub-contractors etc. are responsible only for services booked through us. Therefore, your client's inability to travel or join the tour on time due any reasons including but not limited to delayed/cancelled flights, denied boarding, delayed/cancelled visas, refused admission into the country at the point of entry, health conditions, death in the family, etc. are not reasons for a refund or a substitution tour. If your client/s are unable to join the tour or fail to join the tour on time, no refund/substitution tour will be provided. Stars & Maple Inc. is not responsible for any disruptions caused because of weather, traffic, road conditions, etc. All such circumstances should be covered by their Travel Insurance.

### **For More Information on this Tour Package, Operating Dates & Tariffs,**

Contact our Destination Specialist @

Email: [sales@Stars & Maple Holidays.ca](mailto:sales@Stars & Maple Holidays.ca)

Phone: +1 (416) 425 8001 extn 1

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