
St. Lawrence River Cruise Adventure: Locks, Legends & Luxury

6 Days | 5 Nights

Ottawa, YOW

Departure Dates: June to October 2024 & 2025

DM- RCYOWSTLAWRC

Deposit & Payment Policy

- CA\$ 500 per person at the time of reservation.
- Full payment 60 days prior to sailing.
- Booking made within 60 days of sailing full payment required.

Change & Cancellation Policy

- **More than 60 days** - refund will be made in full less CA\$ 125. Of this \$125, clients will receive a future travel credit of CA \$100 per person valid for two years from date of the cancelled cruise. CA \$25 will be retained as an administration fee.
- **60 – 45 days** - 75% refund will be applicable
- **45 – 16 days** - 50% refund will be applicable
- **Less than 21 days** - forfeit 100% of package cost
- No Show – 100% non-refundable.
- Unused Services - non-refundable.
- Connecting rail & hotel requirements should be finalized prior to final payment (no later than 60 days prior to departure. Clients are encouraged to avoid making changes beyond this date.
- When confirmed arrangements are altered within 60 days prior to departure changes may be subject to **CA\$50** towards administrative fees plus necessary courier charges

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.

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, Stars & Maple Holidays will provide a substitute hotel, of equal or greater standard. If Stars & Maple Holidays is obliged to downgrade the accommodation, and you accept that offered change, Stars & Maple Holidays 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.

Stars & Maple Holidays 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.

Travel Insurance is strongly recommended for all travelers. - Travel Agents, must offer to sell clients Travel Insurance.- Should a client choose to decline the Travel Agent's offer to sell them Travel Insurance, a signed Liability Waiver, as required by the TICO, the Provincial Travel Regulatory Authorities of Ontario, Canada must be secured from the client and held on file. Stars & Maple Holidays sells Travel Insurance to residents of Ontario who

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are Canadian citizens or landed immigrants (Permanent Residence Card Holders) only. Non-Canadians and non-residents of Ontario or international clients must purchase Travel Insurance in their respective province, state, or country of residence.

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 Holidays, 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, refused admission into the country at the point of entry, delayed/cancelled visas, 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 Holidays is not responsible for any disruptions caused by weather, traffic &/or road conditions, cancelled flights, 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@starsandmaple.com

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www.starsandmaple.com
