

BOOKING TERMS AND CONDITIONS

RATES

Rates quoted in Canadian Dollars for all hotels and land arrangements for Canadian cities and US dollars for USA cities. For all other countries, it will be listed in both Canadian and US currency. Payment should be settled only in local currency of the country of the booking office located.

Rates are inclusive of provincial/state and local taxes (i.e. Goods & Services Tax / Harmonized Sales Tax (GST/HST) within Canada) which are currently applicable and are subject to change without prior notice. Although such rates are negotiated with the hotels or the validity of the period specified, higher rates however may apply for convention periods, holidays or special events.

RESERVATIONS

All reservations are subject to space availability and confirmation.

BOOKINGS can be directed to one of the following offices:

Toronto

1353 Huntingwood Drive,
Scarborough, Ontario M1S 3J1
Tel: (416) 321-2133
Fax: (416) 321-8022

Vancouver

#160 – 5611 Cooney Road
Richmond, B.C. V6X 3J5
Tel: (604) 231-6022
Fax: (604) 231-6033

Should you have any difficulty reaching any of our offices, you can send your messages to any of our branches who will in turn relay the messages to the intended Branch Office.

Our office hours are from 9:30a.m. to 6:00p.m. Mondays through Fridays, and, from 10:00a.m. to 3:00p.m. Saturdays. We are closed on Sundays and public holidays.

PAYMENT

Prepayment must be received at least 7 days prior to the date of the service arranged. If payment is not received by such time, we reserved the right to cancel all arrangements without notice. For convention periods and other special events, full prepayment is required in order to secure the reservations. All arrangements will be canceled if prepayment is not received by us before the stipulated deadline.

All payments must be made to **DELTA TOUR & TRAVEL SERVICES, INC.**

Payments can be remitted to one of the following offices :

Toronto

RBC Royal Bank of Canada
1571 Sandhurst Circle,
Scarborough, Ontario M1V 1V2
A/C No. 05942-003-1030220 – Cdn\$ Funds
A/C No. 05942-003-4003380 – US\$ Funds

Vancouver

RBC Royal Bank of Canada
#1950 – 8171 Ackroyd Road,
Richmond, B.C. V6X 3K1
A/C No. 03880-003-1019033 – Cdn\$ Funds
A/C No. 03880-003-4001608 – US\$ Funds

CANCELLATION OF SERVICES

A minimum of 72 hours notice is required if a client must terminate any part of the services arranged.

HOTELS (Early check-out)

The client must request the hotel front desk to confirm the actual number of nights stayed by signing on the voucher. We shall endeavor to reply to all fax messages received on the same day regardless of the status. Once confirmed, we will advise confirmation number of reservation which should be specified in your vouchers for easy reference. In cases where your requested hotel is not available and an alternative hotel is confirmed, we will deem it as accepted by you unless we received your immediate advise of non-acceptance.

HOTELS

Single room (**SGL**) is defined as room for 1 person with existing bedding.

Double/Twin room (**DLB/TWN**) is defined as room for 2 persons with existing bedding.

Triple room (**TRP**) is defined as room for 3 persons with existing bedding.

Existing beddings could be one or two beds depending on availability. If an extra bed is required, there maybe an additional charge which your clients may pay directly to hotel.

All reservations with hotels are made using the **LAST NAME** or **SURNAME** of your clients. When placing your reservations please ensure that the **LAST NAME** or **SURNAME** appear in front.

EXAMPLE: **DAVIS / SHARON (MS.)**
 SALLEH / ABDULLAH (MR.)

TOURS

All tours included are based on seat-in-coach with English narration. Narration in Cantonese or Mandarin may be available on request and with extra charge.

CANADA FEDERAL GOODS & SERVICES TAX (GST) / HARMONIZED SALES TAX (HST)

The Federal Goods & Services Tax (GST) / Harmonized Sales Tax (HST) is included and such GST/HST is applicable to ALL destinations within Canada.

TRANSPORTATION & TOURS

The client must notify the transport or tour company of their intention to cancel. If accepted, they should obtain a name reference or confirmation of cancellation.

REFUNDS

Refunds will only be made after all details of cancellation have been verified with our vendors.

CANCELLATION POLICY

For hotel booking, minimum 1 night cancellation charge is due for any confirmed/guaranteed reservation canceled within 14 working days prior to the arrival date. Individual hotel may have different cancellation policy and will be applied accordingly. Whole booked period of stay will be forfeited for "no shows" and no refund.

It is our policy to guarantee all reservations for late arrival. To avoid being penalized for no show, please instruct clients to obtain a cancellation number or name reference if they make the cancellation directly with the hotel.

There are occasions when the hotels offer promotional rate lower than our contracted rates. Should your client cancel the reservation made through us to avail of such lower rate, we will charge a service fee of \$30.00.

For agents authorized to use your own company vouchers, please state to bill DELTA TOUR for the services specified. We would suggest that you put telephone numbers of both the hotels as well as our offices on the vouchers for use by your clients when they are in need of assistance. For agents not authorized to use your own company vouchers, the vouchers will be issued by the DELTA office handling the booking.

RESPONSIBILITY

DELTA TOUR & TRAVEL SERVICE, INC. and its associates act only as agents for hotels, transportation companies and all other contractors. We therefore disclaim any responsibility for losses, damages, accidents, changes in schedule, delays or any irregularity arising from circumstances beyond our control and through acts or default by any company or persons engaged in carrying out the services arranged.

Hotel Classification Guide

Superior Deluxe: An exclusive and expensive luxury hotel, often palatial, offering the highest standards of service, accommodations and facilities - Elegant and luxurious public rooms - A prestige address - Establishments in this category are among the world's top hotels.

Deluxe: An outstanding property offering many of the same features as Superior Deluxe - May be less grand and offer more reasonable rates than the Superior Deluxe properties, yet in many instances may be just as satisfactory - Safe to recommend to most discriminating clients.

Moderate Deluxe: Basically a Deluxe hotel, but with qualifications - In some cases, some accommodations or public area may offer a less pronounced degree of luxury than that found in fully Deluxe properties - In other cases, the hotel may be a well-established famous name, depending heavily on past reputation - The more contemporary hotels may be heavily marketed to business clients, with fine accommodations and public rooms offering Deluxe standards in comfort, but with less emphasis on atmosphere and / or personal service.

Superior First Class: An above average hotel - May be an exception well-maintained older hotel, more often a superior modern hotel specifically designed for the first class market, with some outstanding features - Accommodations and public areas are expected to be tastefully furnished and very comfortable - May be a good value, especially if it is a commercial hotel - May be recommended to average clients and in most cases will satisfy the discriminating ones.

First Class: A dependable, comfortable hotel with standardized rooms, amenities and public area - May have superior executive level or wing - May be safely recommended to average clients not expecting Deluxe facilities or special services - Should also be satisfactory for better groups.

Limited - Service First Class: A property offering full first-class quality accommodations, but limited public areas, food service and facilities - Usually moderate in size, the hotel often utilizes residential scale and architecture and many offer complimentary breakfast and evening cocktails in the lobby or in a small, informal restaurant - Geared to the individual business / pleasure traveler.

Moderate First Class: Essentially a First Class establishment with comfortable but somewhat simpler accommodations and public areas - May be lacking some features (e.g., restaurant) - Some of the rooms or public areas, while adequate, may tend to be basic and functional - Usually suitable for cost-conscious clients.

Superior Tourist Class: Primarily a budget property with mostly well-kept, functional accommodations, some up to First Class standards - Public rooms may be limited or non-existent - Often just a place to sleep, but may have some charming or intimate feature - May be a good value - Should satisfy individuals (sometimes even discriminating ones) or groups on a budget.

Tourist Class: Strictly a budget operation with some facilities of features of Superior Tourist Class, but usually no (or very few) First Class accommodations - Should not be recommended to fussy or discriminating clients.

Moderate Tourist Class: A low-budget operation, often quite old and may not be well maintained - Should only be used in a pinch if no others are available - Clients should always be cautioned what to expect.