

The Fine Print Terms & Conditions



CANCELLATION PENALTIES:

When Cancelled	Penalty	* Any request for name substitution represents a cancellation and release of space. Any substitutions accepted represent new bookings subject to the rates available at the time of substitution.
Booking to 91 days prior	25% of total paid	
90 days to 0 days prior	100 % of total paid	

All WestWorld Tours are escorted by a Tour Director and English-speaking local guides, and drivers.

Itinerary

Itinerary changes may occur without notice due to unforeseen circumstances, operational concerns, or for the health and safety of our guests. Itinerary changes are at the sole discretion of WestWorld Tours, its tour directors, or our local suppliers.

Transportation

We use air-conditioned deluxe motorcoaches, trains, cruises, ferries, and internal-trip flights as specified in the respective itinerary. Motorcoaches will have wi-fi capabilities within Canada and are equipped with onboard WC. In some circumstances, a smaller motorcoach without WC may be used.

Accommodations

Every effort has been made to reserve non-smoking rooms with two beds; however, on some occasions, rooms with 1 bed may be the only option available. These rooms will be allocated to solo travellers and couples first; other rooms may feature a single bed with rollaway bed or sleeper sofa. Special room requests must be made at the time of booking. Requests and changes will not be accepted within 30 days of departure and are based on availability at time of check-in, therefore cannot be guaranteed. WestWorld Tours will do our best to accommodate requests, however we cannot be held responsible for requests not realized. Although rare, substitute accommodation may be used. We attempt to use those of similar standard. Hotel Frequent Traveller program points are not earned on WestWorld Tours. Please note that hotel room sizes, standards, facilities, and services provided may vary from country to country and region to region and are often local in style.

Solo Travellers

Limited solo traveller spaces are available on each tour. If available, solo traveller rates are at an additional cost as indicated.

Meals

Any special meal requirements, including allergies, must be provided at the time of booking, and will not be accepted within 30 days of departure. WestWorld Tours will do our best to accommodate dietary requests, however we cannot guarantee availability.

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Flight Arrangements

Group airfare, a generic block of seats is assigned for each passenger by the airline. Individual seat selection is not permitted. You will be able to select your seat 24 hours prior to departure or upon check in at the airport. You may not always be seated with your travel companion. Flight services are subject to conditions imposed by law and third-party suppliers. As such, their liability is limited by the respective tariffs, conditions of carriage as well as international conventions and arrangements. Conditions of carriage apply to all flights. WestWorld Tours does not assume any responsibility for schedule changes, or any additional costs incurred due to flight delays. All flight times, airlines, and types of aircraft are subject to change without prior notice. It is the traveller's responsibility to contact the airline within 12 hours prior to departure to reconfirm times. Frequent flyer miles cannot be used for upgrades or payments. It is the traveller's responsibility to add their frequent flyer number at the time of check-in and will not be for matters concerning WWT.

Transfers

Transfers between airports, hotels, railways stations and piers are only included as indicated on each trip itinerary. There will be no refund for missed or unused transfers. You will be required to provide your arrival and departure flight information to WWT at least 30 days departure. It is your responsibility to update WWT with any changes to your flight schedule to ensure that you receive your transfers. Failure to do so may result in missing these services and no refund shall be due for missed transfers resulting from missing or outdated flight information.

Porterage

Porterage at hotels for one suitcase per person is included. *Some remote or isolated locations may not offer portage as a service.

Luggage

For security purposes, we recommend you do not put your address on your luggage tags, only name, email address and contact number. It is also a good idea to label your hand luggage. All personal belongings and luggage are at owner's risk throughout travel. Baggage insurance is recommended. WestWorld Tours is not responsible for additional fees imposed by air carriers. Regulations within most airports require that travellers handle their own luggage. We are unable to accept a second suitcase, or any luggage exceeding these limits:

- Due to limited coach capacity and weight restrictions, you are allowed one larger suitcase to be stowed in the luggage compartment of the motorcoach during transportation. Measurements not to exceed a maximum of 76x53x28 centimeters and 22 kilograms (30x21x11 inches or 50 lbs). Please be advised that stricter luggage allowances may be in place for other methods of transportation such as safari vehicles, flights, and cruises, please check with them.
- Hand luggage (carry-on) must not exceed 30.5x28x16 centimeters (12x11x6 inches) and should be soft sided (backpack or tote bag) to fit in the small overhead compartment. The overhead compartments are smaller on a motorcoach than on a plane.

Travellers requiring special assistance

You must report any disability requiring special attention to WestWorld Tours at the time your booking is made. WWT will make reasonable efforts to accommodate the special needs of tour participants. It is required that persons requiring assistance be accompanied by a companion who is capable of and fully responsible for aiding. Neither WWT, its personnel, or suppliers can physically lift or assist clients into transportation vehicles. If a traveller thinks they might need assistance during a trip, they should call WWT to determine what assistance might reasonably be given. WWT cannot provide special individual assistance to our tour members with special needs for walking, dining, or other routine activities.

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Wi-Fi

Many hotels & common areas have complimentary Wi-Fi, so you can use your phone to email, FaceTime or use Facebook at no charge. Check with the front desk if you are unsure if Wi-Fi is free at any hotel and to receive their Wi-Fi password. Cell Phones Having your phone with you and turned-on during travel / pick-up days will mean our Tour Director can easily contact you should the need arise. If you are concerned about roaming charges when out of the country, purchasing a travel package from your cell phone provider or turning your phone on to Airplane Mode should prevent or lessen any additional roaming or data usage charges. Please note when in Airplane Mode you will be prevented from sending/receiving calls or messages. Wi-Fi can still be accessed while in Airplane Mode. We recommend you speak with your service provider for advice on how to prevent unexpected charges. Pros of bringing your phone:

- You will be able to contact your Tour Director if there are any schedule changes or delays.
- If you have provided us with your cell phone number, your Tour Director will be able to contact you if any problems arise during the tour.
- In an emergency, you can call for help.
- By putting it in Airplane Mode, you will incur no costs while many of its functions are still accessible.

Fuel Surcharge

Fuel surcharges shown or included in pricing are accurate at time of publish but are subject to change up until the time of departure.

Smoking & Alcohol

For your comfort Smoking (including e-cigarettes), alcohol, and cannabis are not permitted on the motorcoach. Regular comfort stops are made on travelling days. Many hotels, restaurants, trains, cruises, and other venues are 100% smoke free.

Seating

Seats are rotated onboard the coach for all WestWorld Tours under the discretion of the tour director. So that we do not show partiality among passengers, exceptions cannot be made. This is to ensure guests enjoy a variety of views. Triples and Solo travellers will not be guaranteed a seat to themselves on the coach.

Not Included in Tour Price

WestWorld Tour packages are subject to extra charges above those reflected in the price of the holiday, including but not limited to:

- Airfare (unless otherwise stated)
- Baggage and excess baggage fees on flights
- Passports
- Entry visa's
- Government imposed fees
- Some meals throughout
- Additional costs incurred due to weather or circumstances beyond our control
- Items of a personal nature and incidentals (ex. Laundry, phone calls, medical expenses, internet etc.)
- Personal travel insurance (emergency medical, and emergency cancellation/ interruption)

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Gratuities

Gratuities to your WestWorld Tour Director and Driver are not included in the tour price. While the amounts of these gratuities will depend upon your degree of satisfaction for services received, many of our clients have asked us for general tipping guidelines. For a good job, we suggest:

- Tour Director: \$8 per person per day
- Driver: \$5 per person per day

Optional Excursions

Optional excursions may be available on some WestWorld Tours. These can be purchased for an extra charge at the time of booking or during your trip. Ask your travel consultant or WWT for more information. You will be required to complete a waiver form. Travellers may choose to participate in optional excursions offered and operated by independent third-party suppliers such as cruise lines etc. These are not part of the vacation package provided by WWT. Your contract will be with the operator of the experience. We are not responsible for providing the experience, or anything that happens during the experience. Some experiences may involve outdoor activities and/or can be physically demanding and may require signature of a waiver. You must make your own decisions about experiences and participate only in activities that suit your physical ability. We suggest speaking with your medical professional if you have questions about your abilities. We recommend you check whether your insurance will cover your participation in adventure activities.

Leaving the trip early

The price does not cover costs and expenses, including your return home, if you leave the trip early due to your own decision, our decision based on behaviour that disrupts the trip, due to illness, action by any government or other reasons.

Weather Delays

There may be extra costs to you caused by weather delays or interruptions beyond WestWorld Tours control. This could be pre-tour, on tour, or post tour. Please consider these factors when planning connections or flights. WestWorld Tours is not responsible for expenses incurred due to delays by weather or other circumstances beyond our control.

Travel Documents Passports/ Visas

All guests travelling internationally are required to have a valid passport. It is recommended you take a secondary piece of ID such as a valid driver's license. Passports should be valid for six (6) months beyond the conclusion of your trip, with a minimum of three (3) blank pages for stamps and/or visas. Most countries have laws that require you to always carry your passport with you.

*It is recommended to carry a copy of your passport in a separate secured place. It is the traveller's sole responsibility to meet the entry & exit requirements of the country(s) you are travelling to (passport validity/ blank pages/ visas, vaccination, masking etc.). Check your government's foreign affairs/ travel advise website or a local consulate/embassy for the most current entry/exit requirements. WestWorld Tours is not responsible if you are denied entry due to entry/exit requirements not being met.

Border Crossings

You must be prepared to open your baggage for inspection at any time, even though border crossing and custom formalities are not usually a problem. Customs officials generally no longer stamp passports at border crossings.

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General Information & Conditions Tour Operator's Responsibility

On your behalf, WestWorld Tours arranges with airlines, hotels, transfer companies, baggage handlers, local partners, and other independent suppliers to provide you with the services you have purchased. WWT exercises due care in selecting these companies and pays particular attention to their reputation and reliability. However, WWT does not control these suppliers and thus, we cannot be held liable for their performance or lack thereof. Therefore, WWT shall not be held responsible for any injury, loss, or damage whether mental, emotional, or physical howsoever sustained, resulting, or arising from any error, omission or negligence of any company or person, agent, employee, or subcontractor supplying any of these services as part of your WWT vacation. WWT as the tour operator and/or its staff do not assume responsibility for any claims, losses, damages, costs, or expenses arising out of personal injury or death, loss of enjoyment, upset, disappointment, illness, distress, or frustration whether physical, emotional, or mental, resulting from or arising out of any of the following:

- i) Any negligent act or omission by the airlines, transportation companies, coach tour operators, hotel/resort properties, or other suppliers or their personnel or any company or person
- ii) Government actions, weather, equipment failure, labour disputes, sickness, theft, or any other cause beyond our control.
- iii) The need for WWT to change itineraries or substitute accommodations or services, provided that efforts are made to supply comparable services and accommodations. WestWorld Tours shall not be responsible for any delay, inconveniences, injury, accident, expenses, or loss regardless of cause. It is highly recommended that you purchase insurance.

WestWorld Tours has the right to cancel any departure due to insufficient reservations up to eight weeks before the departure date. If a trip fails to satisfy minimum numbers, passengers may be offered alternative tours, be provided with a full refund, or may opt to receive full credit to be used on a future WestWorld Tour. Westworld Tours will not be held responsible for any costs or penalties relating to air transport or other services due to tour cancellation.

Booking with a travel consultant

If booking through a travel consultant, you acknowledge and agree that your travel consultant will communicate with you all the details, confirm, and maintain your booking with us, and abide by our Booking Terms & Conditions herein on your behalf. You also agree that your travel consultant is independent of WestWorld Tours and our control; and that unless expressly authorized by us in writing, we are not bound or liable for anything affecting us that the agent may or may not do.

Trip Participation

You agree to accept the authority and decisions of our employees, Tour Directors, and agents while on tour with us. If in the opinion of any such person(s) or any other person in a position of authority (such as, a local supplier or hotel manager), your health (including impact of an epidemic or pandemic), level of fitness or conduct at any time before or during a trip is endangering or appears likely to endanger your health or wellbeing or any third party (including any of our other guests) or the safe, comfortable and happy progress of the trip, you may be removed from all or part of the trip without refund or compensation. When you are removed, we will have no further responsibility towards you (including your return travel arrangements), and we will not meet any expenses or costs incurred as a result of the exclusion. In the case of ill health, we may assist in making such arrangements as requested.

Behavior

WestWorld Tours is here to provide the best services possible but in doing so we will not tolerate abusive or aggressive behavior from our guests. We will refuse to deal with and may remove the guests who disregard our staff, suppliers, or fellow guests or who are abusive or aggressive to them and are generally affecting the enjoyment of others with their behavior and you may be barred from future trips with WWT. This may include (but is not limited to):

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- (a) verbally abusive or offensive language towards anyone;
- (b) bullying behavior;
- (c) inappropriate or abusive behavior including uninvited physical contact, harassment, violence or threat of violence;
- (d) excessive consumption of alcohol or intoxication;
- (e) the possession, carriage or use of restricted substances or drugs (except for medical purposes approved by your doctor);
- (f) failure to comply with WestWorld Tours (including a representative's) reasonable direction;
- (g) conduct which, in WestWorld Tours opinion, is not compatible with other guests' general enjoyment and well-being or the smooth operation of the trip;
- (h) the possession, carriage or use of dangerous items (such as weapons);
- (i) breaking the law of the Country in which, you are traveling; and
- (j) any behavior or conduct which brings WestWorld Tours into disrepute or damages its goodwill.

Changes due to National/ Public Holidays

During our local or national holidays, certain facilities such as museums, sightseeing tours, and shopping may be limited or unavailable. In such instances, itinerary changes are made by WWT seeking to reduce the inconvenience to our guests.

Pre & Post Trip Accommodations

If you arrange to remain at a destination before or after your trip, your stay will be at your sole expense as is the transfer to either the hotel or airport. Please speak with your travel consultant or our reservation team about our pre- and post-trip accommodation. Availability is limited. Breakfast and luggage handling is not included unless otherwise noted. WWT does not provide complimentary transfers for guests with pre- or post-trip accommodation unless otherwise stated. Errors Every effort is made to improve the accuracy of our brochures, website, and itineraries; however, errors can occur and as such, all information is subject to change. In the case of computer or human billing errors, we reserve the right to re-invoice guests and their Travel Consultants with correct billing.

We look forward to welcoming you on board!