



TRAVEL INSURANCE

We strongly recommend travel insurance to cover you for trip cancellation, health, baggage and other losses.

If you have purchased travel insurance with us, you must read through and familiarize yourself with the travel insurance policy clauses and conditions. If you need to make an insurance claim, contact the insurance company directly with your policy number.

If you reside outside the province of Ontario, call your booking agent for a referral code to obtain an insurance quote from our preferred travel insurance providers.

If you have declined to purchase travel insurance with us, we recommend you check with your credit card company and/or other travel insurance providers to purchase your trip cancellation and health insurance.

CANCELLATIONS & CHANGES

Bookings are non-refundable unless otherwise indicated. For those airlines or suppliers that allow cancellations, a cancellation fee of \$200 plus HST per person/per ticket will be applied by Gala Travels in addition to the airline or supplier(s) cancellation fees of between \$250 - \$1000 per person/per ticket.

Bookings are non-changeable unless otherwise indicated. For those airlines or suppliers that allow changes, a service fee of \$50 per person/per change plus HST will be applied by Gala Travels in addition to the airline or supplier(s) change fees of between \$250 - \$1000 per person/per ticket and/or any difference in fare and taxes which will be communicated to you at the time of re-booking.

Should you wish to alter your reservations, please contact your reservation agent at least 24 hours prior to your original departure date.

Partially used tickets are non-refundable. Failing to arrive for your flight without prior notice is considered as a 'NO-SHOW' and may result in the total loss of your ticket/travel arrangements value without any future credit. Downgrading to a lower fare is not applicable once tickets/vouchers have been issued. Tickets and vouchers are non-transferable.

We accept no responsibility for bookings cancelled due to non-compliance of airline/supplier rules or rescheduling of services en-route.

FARES & PRICE CHANGES

All prices are inclusive of taxes and service fees in Canadian dollars (CAD) unless otherwise stated.

This contract permits price increases. No price increases are permitted after the customer has paid in full and the travel documents have been issued.

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If the price increase is more than 7% (except increases resulting from an increase in Retail Sales Tax, GST and/or HST), customers have the right to cancel and obtain a full refund.

CHECK-IN

The recommended check-in time for Domestic and Transborder travel is 90 minutes and for International and Charter travel it is 3-4 hours prior to the scheduled departure time.

Please reconfirm your flight timings at least 24 – 72 hours prior to departure, in case a schedule change has impacted your original travel plans.

BAGGAGE ALLOWANCE

Baggage allowance and restrictions are applied by all carriers and are subject to change at any time. As many carriers charge for baggage allowance, fees may apply. Baggage fees are not included in the cost of your trip. Baggage fees are paid directly to the carrier and are subject to change at any time. Baggage fees are per person/per direction unless otherwise indicated.

Please verify specific baggage allowances with your carrier directly or call your booking agent for more details.

SEAT REQUESTS

As many carriers charge for advanced seat selection, fees may apply. Advanced seat selection fees are not included in the cost of your trip. Advanced seat selection fees are paid directly to the carrier and are subject to change at any time. Advanced seat selection fees are per person/per sector unless otherwise indicated. Please verify confirmed seating at airport check-in.

Free advance seat selection can be requested wherever possible but cannot be guaranteed.

Carriers reserve the right to change or cancel your confirmed seat selection at any time. For more information on seat selection please visit the 'Manage Your Booking' section of your carrier's website or call your booking agent.

FREQUENT FLYER PROGRAMS

Most of our airfares allow accumulation of frequent flyer mileage. You can apply your frequent flyer number to your reservation by giving the details to your booking agent.

PASSPORTS, VISAS, HEALTH REQUIREMENTS & TRAVEL DOCUMENTATION

It is your responsibility to ensure you have the required documentation to travel to the countries you wish to visit and those that you transit (even if it is for a plane change).

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This includes, but is not limited to, final destination visas, USA transit visas and Schengen visas for non-Canadian passport holders transiting through the USA and/or two European cities to your final destination.

A valid passport is required to depart and enter Canada.

All passports must be valid for at least 6 months from your anticipated date of return.

Names on your reservations should be spelled exactly as they appear in your passport/s.

Be advised, entry to another country may be refused even if travel documents are complete.

Adults travelling with children who are considered minors are strongly advised to carry a 'Letter of Travel Consent' signed by the parents or guardians with legal custody. The letter must include the address and phone contact details of the each parent/guardian. Notarizing the letter is highly recommended. If a parent or guardian is divorced or deceased, a custody document or death certificate will be required.

Please note children aged between 12 and 16 years of age holding a Canadian passport can either sign their passports or leave them blank without a signature. A signature in the passport is not required at all for children under 12 years of age. Under no circumstances should a parent or guardian sign their child's passport. This would render the passport invalid and boarding may be denied.

We accept no responsibility should you be denied boarding or are deported for any reason, including your age. Please check the visa and health requirements needed for your destination/s with each relevant consulate or embassy.

General information on visa and health requirements can be found [here](#).

IMPORTANT INFORMATION

Travellers are responsible checking names are spelled correctly as they appear in their passports and itineraries are accurate. Travellers will notify Gala Travels of any discrepancies immediately upon receipt. Gala Travels will not be liable for any costs associated with booking amendments/corrections if not notified immediately.

Living standards and practices at the destination, and standards and conditions there with respect to the provision of utilities, services and accommodation may differ from those found in Canada. Local taxes or fees may apply at your destination.

Gala Travels shall not be held responsible for any injuries, damages or losses caused to any traveller in connection with terrorist activities, social or labour unrest, mechanical or construction failures or difficulties, diseases, local laws, climate conditions, criminal or abnormal conditions or developments, or any other actions, omissions, or conditions outside Gala Travels' control.

Gala Travels is acting as a mere agent for suppliers (as identified).

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ONLINE RESERVATIONS

Fares, Misprints and Product Availability

In the event more than one set of conditions apply to the same trip then the most restrictive conditions of both sets apply to the entire journey.

While it is possible to make bookings electronically for some travel services, the act of reserving a product electronically does not imply a final confirmation or commitment by Gala Travels to actually deliver the product reserved at the prices indicated. Gala Travels endeavours to provide current and accurate information on its website/s, however misprints and errors may occur. Accordingly Gala Travels reserves the right to change the prices, fees, and charges relating to the goods and services available online at any time and from time to time without any notice or liability to the user or any other entity. In addition, Gala Travels cannot guarantee that goods and services advertised online will be available when ordered; thereafter Gala Travels reserves the right to reject, amend, cancel or terminate any order without prior notification at any time.

A final confirmation is only given once tickets and/or vouchers have been issued with a final invoice, and travel documents have been delivered for the reserved product/s.

Confirmation

When a booking is made a confirmation number is provided before the tickets and/or vouchers are issued. The booking process is not complete until you have a ticket number or travel voucher.

Due to the dynamics of instant purchase tickets, prices may change between the time the product is reserved to the time it is ticketed or vouchered. In the event of a price discrepancy, a booking agent will contact you.

Credit Card Payments

You agree to authorize the ticket issuer to charge the provided credit card number with the amount specified as the Grand Total. Gala Travels reserves the right to decline third party credit cards and/or international credit card payments. If the credit card declines, we will make every effort to email you a notification within one business day. The transaction will not be processed if your credit card has declined. The FARE and other booking details are NOT GUARANTEED until tickets and/or vouchers have been issued.

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