global educational travel
by Adventures Abroad

Terms and Conditions

What you need to KNOW

Global Educational Travel (GET) is a division of Adventures Abroad Worldwide Travel.

01. RESERVATIONS AND DEPOSITS

Making a Reservation
Reservations can be made online via our website or by calling us at 1-855-418-3478 (Monday-Friday, 9:00 AM - 5:00 PM Pacific Time). Early enrollment is encouraged as group sizes are limited and some trips require considerable preparation time.

Deposits and Payment Requirements
- Standard Deposit: A non-refundable $500 deposit is required at the time of booking for most tours
- Late Bookings: Reservations made within 90 days of departure require full payment immediately
- Guaranteed Tour Advance Payments: When a tour reaches its minimum group size and becomes "guaranteed", some tours require an additional non-refundable advance payment for internal flights and other pre-paid services that must be booked in passengers' names. This requirement and amount are clearly noted on each tour webpage and will be indicated on your invoice. Since these payments are non-refundable, we strongly recommend purchasing travel insurance if you haven't already done so.

Confirmation and Documentation
Once your deposit is received, we will confirm receipt and provide access to:
- Trip itinerary and general destination information
- Visa/travel permit documentation
- Invoice and clothing/equipment recommendations
- Online forms for completion
- Your MySuitcase online account where all documentation is accessible

Final documentation (air e-tickets if applicable, final hotel list, updated itinerary, and joining instructions) will be provided approximately 2-3 weeks prior to departure.

02. PAYMENT TERMS

Accepted Payment Methods
We accept MasterCard, Visa, and American Express. A $125 per person discount applies to final balance payments made by cheque, wire transfer, or online bill payment (excludes select custom tours). Bookings from outside North America are charged in US Dollars.

Payment Authorization
Your authorization for payment (whether through our secure online payment link or other methods) confirms your acceptance of these Terms & Conditions and your reservation.

Final Payment
Final payment is due 90 days prior to departure (an email reminder will be sent). By submitting final payment, you acknowledge that funds are fully non-refundable and accept full responsibility for understanding travel risks and government advisories.

03. CANCELLATIONS, REFUNDS AND CHANGES

Cancellations and Refunds
Please review our cancellation policy page for details.

Tour Transfers and Changes
- Tour transfers to different dates or destinations are only permitted more than 120 days prior to departure and are subject to transfer fees
- Other changes are subject to availability and applicable supplier fees
- Airline ticket changes are subject to fees levied by the airline

Travel Insurance Recommendation
We strongly recommend trip cancellation and interruption insurance for financial protection against unforeseen events. More information is available on our travel insurance page.

04. SINGLE TRAVELLERS

Room Sharing Program
Most tours offer a single-share program matching you with another single traveller of the same gender. If we cannot pair you, we absorb the single room cost.

Single Supplements
- Single supplement charges are normally communicated 90 days prior to departure, but may be applied up to departure date in rare cases
- Upgrading to a single room after tour commencement is subject to availability and immediate payment

05. TRAVEL ADVISORIES AND TOUR MODIFICATIONS

Government Advisories
A small number of our tours travel to destinations with existing government travel advisories. These situations are noted on tour webpages under "Transport & Travel Conditions" and on booking invoices. By placing a deposit, you acknowledge awareness of potential advisories from DFAIT Canada and/or US State Department and voluntarily choose to participate.

Itinerary Changes & Trip Interruption
All itineraries are considered "tentative." We reserve the right to modify tours due to:
- Government advisories or entry restrictions
- Transportation disruptions or infrastructure changes
- Quarantines or government travel restrictions
- Civil unrest or other logistical considerations
- Force majeure events

Changes may occur at late notice or during the tour. We strongly recommend comprehensive travel insurance as modification costs, and/or any costs associated with missed tour elements, will not be reimbursed by Adventures Abroad.

Tour Cancellations
In rare cases, we may be forced to cancel tours before departure due to force majeure events (see Cancellations, Refunds & Transfers section).

06. PRICING AND TOUR INCLUSIONS

Price Basis and Fluctuations
Prices are based on foreign exchange rates at time of publication. We reserve the right to adjust prices due to fuel costs, exchange rates, tariff revisions, or airline pricing changes. Price increases will normally be communicated no later than 90 days prior to departure.

Additional Fees
Your invoice may include additional charges for:
- Single supplements
- Extra accommodation
- Visa/permit fees
- International and domestic air taxes/fuel surcharges
- Arrival/departure transfers (Land Only customers)
- Local taxes payable during the tour (advised in advance)

07. TRAVEL REQUIREMENTS AND DOCUMENTATION

Travel Documents
- Valid passport required for international travel (must be valid for at least 6 months beyond return date)
- Visas or travel permits are your responsibility to arrange (as per our advice)
- Medical vaccination certificates may be required for certain destinations
- You are responsible for providing accurate personal and flight information

Medical Requirements and Travel Insurance
- All passengers must have medical insurance
- Travellers 65+ must complete a self-assessment questionnaire
- Certain tours require medical questionnaires regardless of age (high altitude, hiking tours)
- Review your insurance policy's coverage and exclusions, particularly for countries with government advisories

08. PRACTICAL TRAVEL INFORMATION

Accommodation and Special Requests
- Hotel check-in follows standard hotel check-in times
- Early check-in requests will be made but cannot be guaranteed
- We will communicate dietary restrictions and special requests to suppliers but cannot guarantee accommodation
- Reward airline points can be arranged if advised early (some fares exclude frequent flier programs)

Baggage Allowances
- One main piece of luggage per person (maximum 18kg/40lb, standard dimensions)

- Must conform to airline restrictions
- Additional baggage fees apply for excess pieces or weight
- Porters may not be available at all locations
- Some tours have stricter restrictions (detailed in pre-trip information)

Airport Transfers
- Land & Air passengers receive included transfers
- Early arrival/late departure transfers included only when both air and extra hotel nights are booked through us
- Land Only passengers must purchase transfers separately (optional) and provide flight details if not booking air travel through us

09. TOUR PARTICIPATION AND CONDUCT

Passenger Suitability
Trip members must select tours appropriate to their physical abilities and may be required to complete a self-assessment form. You are responsible for:
- Studying pre-departure information
- Bringing necessary equipment and clothing
- Following Tour Leader and local guide instructions

Passenger Removal
We reserve the right to refuse applications or remove tour members whose conduct is incompatible with group welfare. Removal costs are borne by the passenger.

10. COMPANY RESPONSIBILITIES AND LIMITATIONS

Agency Role
We act as agent for service providers and transportation companies. All tickets and vouchers are issued subject to supplier terms and conditions.

Service Standards
While we take extreme care in contracting services, we cannot guarantee that accommodations, transportation, or services will be exactly as described in promotional materials. We endeavour to substitute comparable services when necessary but are not liable for quality differences.

Facility Conditions
Tourism infrastructure may be under development in some destinations. We will modify arrangements when forewarned of construction or repairs.

11. LIABILITY LIMITATIONS AND RISK ACKNOWLEDGEMENT

Assumption of Risk
By participating, you acknowledge exposure to risks including but not limited to:
- Forces of nature and infectious diseases
- Remote area travel and wilderness terrain
- Transportation by various means
- Limited medical facilities

Liability Release
We assume no responsibility for injury, loss, damage, or death resulting from:
- Natural events, weather delays, or road conditions
- Supplier failures, strikes, civil disturbances, or political unrest
- Government restrictions or quarantine requirements
- Common carrier delays or cancellations
- Detention, annoyance, delays and expenses arising from quarantine or theft
- Failure of any means of conveyance to arrive or depart as scheduled
- Discrepancies or changes of transit or hotel services over which we have no control
- Improper health certificates/inoculations or travel documents
- Seasonal variations, labour strikes, or natural acts

Additional Costs
Costs for delays, replacements, or extended stays due to circumstances beyond our control are not included in tour fees and must be paid either locally or directly to us via secure credit card payment link.

Legal Agreement
This agreement serves as a liability release for you, your heirs, and family members. You grant Adventures Abroad permission for photographic records for promotional use.

12. CUSTOMER SERVICE AND DISPUTE RESOLUTION

Feedback Process
You will receive a tour questionnaire via email near the end of your tour. We encourage completion to help us improve our services.

Complaint Procedure
- Report issues to your Tour Leader immediately during the tour
- Submit written complaints within 30 days of return if unresolved
- We require up to 60 days to respond to written complaints
- Legal disputes will be interpreted under applicable law, with prevailing party entitled to legal fee reimbursement

13. REGULATORY COMPLIANCE

Canadian Registration
Adventures Abroad Worldwide Travel Ltd is a registered Travel Agent/Retailer with British Columbia (Registration #3438). We maintain required ethics, standards, and financial protections under the Business Practices & Consumer Protection Authority. All monies paid are fully protected.

US Registration
We are registered as an Out-of-State Seller of Travel with Washington State Department of Licensing, Business & Professions Division (Registration #602 223 162).
We are also registered as a California Seller of Travel (CST# 2023067).

Contact Information:
- Canada/USA: 1-800-665-3998
- Email: sales@adventures-abroad.com

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