



Brazil Geo Mine Tourism

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www.GeoTour.ca

BOOKINGS TERMS & CONDITIONS:

September 01, 2008

RESERVATIONS & DEPOSITS The easiest way to make a reservation is to contact us by telephone. You may also mail or fax the reservation form available on our website, or you can request a reservation online at www.GeoTour.ca. A non-refundable per person deposit is payable at the time of booking. If a reservation is made within 60 days, full payment is required. Early enrolment is always encouraged as group size is limited and the trips require lengthy preparation time. After we have received your deposit, we will reserve your space and send you a confirmation package containing your trip itinerary, applicable visa/travel permit related information, invoice, clothing and equipment recommendations, general destination information, and forms for you to complete, sign and return to us. Your final hotel list, trip itinerary, notes and baggage tags will be sent approximately 2-3 weeks prior to your departure date.

PAYMENTS We accept MasterCard and Visa for deposits and final payments; in Canada we also accept cheques and American Express. A 3% surcharge is applied for all payments using a credit card for amounts over \$250.00. Verbal authorization for payment will confirm your acceptance of these Terms & Conditions and your reservation despite you not having signed the appropriate credit/charge card draught. We require a signature on file for final payment, whether or not the final payment has been made. An invoice will be sent to you in your confirmation package; supplementary invoices may be sent before final payment date, 60 days prior to departure.

CANCELLATIONS, REFUNDS AND TRANSFERS Should you need to cancel your trip, we must be notified in writing, by letter, e-mail, or by fax immediately. Deposits are non-refundable, however if you cancel more than 90 days prior to the tour departure date, the deposit is transferable to any other tour and used within 12 months of the original tour start date, minus a per person transfer fee of Can\$50.00. Notification less than 90 days prior to departure, all monies paid are 100% non-refundable and non-transferable. Name changes are not permitted. Trip cancellation insurance (if purchased) may cover some of yours costs.

After the trip has commenced, we will not grant partial refunds for any unused portions of the trip i.e., voluntarily or involuntarily skipped meals, sightseeing tours, transportation, etc— nor will there be any refunds to trip members who do not complete any portion of the itinerary for whatever reason. Due to circumstances beyond our control, such as war, civil or political unrest or what is commonly referred to as *force majeure*, some tours and/or events may be cancelled. In these instances a full refund will be given to all passengers if we have been advised of the cancellation more than 60 days prior to tour start date. If cancellation notification occurs within the 60 day period, we will postpone & reschedule your trip to another departure of the same, we will

postpone & reschedule your trip to another departure of the same tour code within 12 months of the original tour start date; or, if circumstances do not permit, an alternative will be offered at that time. We will not be responsible for costs associated with re-issuance or extension of visas, Passports, airline change fees, or for any other circumstance not reflected here. We strongly recommend that all travelers purchase trip cancellation insurance, as this may provide coverage for such unforeseen events.

Should your tour be cancelled due to insufficient participation, we will endeavour to find a comparable alternative for you. If this is not acceptable, all paid monies will be fully refunded and this will constitute full settlement. We will not be responsible to compensate for any additional expenses incurred, such as visas, Passports, vaccinations, airline change fees, or for any other circumstance not reflected here. You will be advised of any programme cancellations/variations due to insufficient participation a minimum of 60 days prior to the departure date.

TRAVEL ADVISORIES Your chosen tour may not operate as a result of a government issued travel advisory warning its citizens not to travel to the country to be visited. We reserve the right to operate the trip with an altered itinerary should a warning apply only to a specific geographical area within Brazil. We strongly recommend that you purchase trip insurance which may cover you for such an advisory.

TRIP CANCELLATION INSURANCE Trip cancellation and interruption insurance is optional but highly recommended. Travel insurance offers peace of mind and financial protection against unforeseen events that might prevent your travel or completion of your trip.

FITNESS & MEDICAL INSURANCE If you will be 75 or older at the time of travel you will be required to have a physician complete and sign a questionnaire that affirms your suitability for your chosen tour. Certain tours, including those involving high altitude and/or walking/trekking, require a medical questionnaire to be completed and signed by a physician regardless of age. We require that all passengers be medically insured.

CHANGES TO ITINERARY We have taken great care to ensure the accuracy of our itineraries and promotional literature; however, circumstances beyond our control may necessitate changes to tour content and changes in tour dates. The tour itinerary could change after you originally booked, therefore it is essential that you review the tour itinerary included with your final documents package. In the case of a shift in dates, you will be notified as early as possible of such changes in order for you to make the necessary adjustments. Changing conditions in the field may also necessitate itinerary modifications after the trip has departed. Tour members are responsible for all increased costs associated with *en route*

itinerary changes or changes in means of conveyance, hotels, Tour Leaders, etc.

PRICES & ACCOMODATIONS All listed tour costs listed in our brochure are in Canadian Dollars and are quoted per person. Accommodation is based on twin share/double occupancy basis. If you prefer not to share, single occupancy can be arranged at an extra cost per night. Single rooms are subject to availability on request. Prices and itineraries are based on current arrangements with the service providers and are subject to change with or without notice.

ADDITIONAL FEES & CHARGES Additional charges for single supplement, extra accommodation, arrival/departure transfers (early arrivals/late departures), will be added to your invoice, if applicable. Transferring to another tour or tour date is only permissible outside of 90 days prior to departure and is subject to a transfer fee. All other feasible changes are subject to availability. There may also be taxes that you have to pay locally while on tour.

TOUR PRICES & FLUCTUATIONS Prices quoted are based on foreign exchange rates at the time of printing. Increases though unlikely, due to fuel costs, rates of exchange, tariff revisions, etc may result in an adjustment to our published pricing. We reserve the right to alter the price of any tour and forward an amended invoice. Any price increase should be notified no later than 60 days prior to departure.

SPECIAL REQUESTS Hotel check-in on the first day of the tour will be in accordance with the hotel's usual check-in times. We will request early check-in for early arrivals, however we regret that this cannot be guaranteed. We will attempt to accommodate all special requests by notifying the suppliers in writing. Though unlikely, we cannot guarantee that special requests i.e. room locations, adjoining rooms, meal requirements, etc. will be adhered to by our suppliers.

LAND ONLY PARTICIPANTS Since you will be using an independent agent for your flights, we advised you to not book your flights until the tour has been confirmed. Notification of a guaranteed departure will be made no later than 60 days prior to the scheduled tour start date. You will be responsible for any costs incurred should your flight arrangements be delayed or changed, due to unforeseen adjustments we must arrange for the start/end points or dates after the tour has been guaranteed. Experience has shown that you will not necessarily receive good service when using discount travel agencies or airlines nor can you always depend on them. Please be careful of the companies you choose to do business. After you have finalized your flight arrangements, we require the details.

For office use only:

DATE RECEIVED:	TOUR CODE:	INITIALS:
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Gems • Jewellery • Ornamental Stones

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BAGGAGE & PORTERAGE One "large" or "main" piece of luggage per person is allowed on our tours. This is in addition to your "carry-on" or day bag (for camera, water, etc). The large/main bag must not exceed 20 kg (45 lb) and be of a standard size; ie reasonable in its dimensions such that you are able to manage it on coaches, trains and/or aircraft, and when porters are not available. This baggage must also conform to the limitations set by the airline with which you are travelling (contact the airline if in doubt). Some tours have stricter baggage restrictions as outlined in your pre-trip information package. Your Tour Leader will collect a fee if an additional piece of luggage is carried or if your bag exceeds the allowed weight. Porters may NOT be available at all hotels, airports, ferry terminals, etc, or at some destinations entirely.

CLIENT INFORMATION & TRAVEL DOCUMENTS You will be responsible to provide correct information regarding personal details (passport name, address, contact information) and flight information. We will not be responsible for costs incurred due to incorrect, incomplete or inaccurate information. You must have a valid passport for international travel. Your passport should be valid for at least six months beyond the date you expect to return home. You are responsible for arranging visas or travel permits, if applicable. Medical vaccination certificates may be required, and we'll advise in plenty of time if any is required. Under normal circumstances you will receive your final tour documents two weeks prior to departure unless delayed by a supplier providing information or documentation.

PASSENGER RESPONSIBILITY Trip members assume responsibility to select a trip most appropriate to their physical abilities and may be required to obtain a physician's release. Members are also responsible for studying pre-departure information; for bringing all necessary equipment and clothing, and must abide by the authority of our Tour Leaders and/or local agents and guides. We reserve the right to refuse the application of anyone and/or remove any tour member whose conduct is incompatible with the interest and well being of other tour participants. Any costs associated with removal will be borne by the passenger.

OUR RESPONSIBILITY We act as an agent for the owners and/or contractors providing the services and means of transportation within Brazil only. All tickets and vouchers are issued subject to terms and conditions. We assume no responsibility in connection with any injury, death, loss, accident or delay which may be occasioned either by reason of defect or through the acts of default of We cannot guarantee that accommodations, any company or person engaged in carrying out arrangements of the tour or flights. No responsibility is accepted for any changes in schedule or other events resulting from

improper health certificates or travel documents or as any act of any seasonal variation, labour strike, civil disturbance, political unrest and natural acts, ground transportation, airline, ferry, rail, cruise ship or similar service will be exactly as outlined in the general catalogues, day-by-day itineraries or other promotional literature. Extreme care is taken in the contracting of all services, however we cannot be responsible for the errors or omissions of the suppliers or services. In the unlikely event that a supplier fails to honour their contract with us, we reserve the right to alter, change or cancel such services outlined in our literature. When such a change occurs, we will endeavour to substitute comparable services, although we will not be liable for any difference in the quality or enjoyment. Tourism is still developing in many destinations, and thus facilities and services may be under construction and repair. We will endeavour to alter trip arrangements should we be forewarned of such occurrences.

TOUR COSTS INCLUDE All vehicle travel, accommodation costs and admission fees as shown in the tour itinerary. Meals – full breakfast, lunches and full dinner, unless otherwise stated in the itinerary. Brazilian Government Goods and Services Tax is included in all tour fares.

TOUR DOES NOT INCLUDE Meals not indicated on the tour itinerary. Any optional activity mentioned in the brochure, as these activities depend on individual choice. Any accommodation costs incurred due to non-connection of flights or other transportation service will be the passenger's responsibility. Items of a personal nature, phone calls, mini bar etc., sleeping bag, personal eating utensils.

LIMITATION OF LIABILITY You are aware that, during the trip in which you are choosing to participate, you are subjecting yourself to certain risks including, but not limited to: forces of nature, travel in remote areas and wilderness terrain, and transportation by air, train, automobile or other conveyance. You are aware that medical services and facilities may not be readily available throughout the duration of the trip. You recognize that such risks may be present at any time during the trip.

You are further aware that we act only as agent for the owners, contractors and suppliers providing means of transportation and/or all other related travel services and assume no responsibility however caused for injury, loss, damage or death to person or property in connection with any service resulting directly or indirectly from: natural acts, detention, annoyance, delays and expenses arising from quarantine, strike, theft, failure of any means of conveyance to arrive or depart as scheduled, civil disturbance, government restriction or regulation, discrepancies of change of transit or hotel services, over which we have no control. You under-

administrators, executors and for all members of your family including any minors accompanying you. Trip members grant Stonebridge Imports Ltd express permission to take a photographic record of its trips for promotional and commercial use.

TWO WAY RADIO All vehicles operating the tours are equipped with High Frequency Radio or satellite phones.

SMOKING POLICY Smoking is not permitted on vehicles. Smoking is restricted to frequent stops during the day.

SEAT ROTATION While on the tour the driver will set in motion compulsory seat rotation system to ensure that every passenger enjoys forward and window seating in a manner that benefits all. Note: Reserved seating is not available.

COUNTRYSIDE CONDITIONS Being able to cope with dusty conditions and remoteness in Brazil countryside is essential. Persons who suffer from a lack of tolerance or are not of general good health should not consider a Brazil Geo Mine Tour.

GENERAL WHAT TO WEAR & BRING You may find that the sun in Brazil is stronger and warmer from what you have been accustomed. Hats, sunglasses and other sun protection items are necessary – even in the fall and winter months that are our case. We travel through various climate zones. Temperature differences between night and day are extreme sometimes. Clothing should be casual and footwear comfortable. Practical clothing, which you can remove a 'layer' at a time. If you need special medication; it is advisable to bring your own adequate supply for the trip's duration.

CUSTOMER SERVICE & CLIENT FEEDBACK

We will provide you with a Tour Questionnaire in your final documents package. We encourage completion of this questionnaire in order to ascertain deficiencies, inaccuracies and positive or negative feedback regarding our service, the tour, and Tour Leader.

Any complaint you have while on tour should be brought to the Tour Leader's attention immediately. If the matter cannot be rectified during your trip, please forward your complaint in writing to our office within 30 days of your return. (We will not be responsible for unsettled complaints not received within 30 days of your return.) We may require 60 days from receipt to respond. In the event a mutual agreement cannot be reached, this contract may be interpreted in the court system in accordance with the law. In the event of a legal dispute the prevailing party will be entitled to reimbursement of legal fees.

LICENCING & REGISTRATION DISCLAIMER

(CANADA) Stonebridge Imports Ltd is not a registered Travel Agent/Retailer with any province of Canada. Stonebridge Imports only acts as an agent providing tour planning, coordination and managing within Brazil only. We do not provide any tour services or flight ticket booking or sales in Canada.

For office use only:

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