

Privacy Policy:

Sookram Bus Lines Tours is committed to respecting the privacy of individuals and recognizes a need for the appropriate management and protection of any personal information that you agree to provide to us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request.

Terms & Conditions:

These Terms and Condition are applicable unless otherwise specified in the tour brochure. Sookram Bus Lines Tours herein is referred to as the company. The client refers to the individual that booked the tour.

MULTI DAY TRIPS

All overnight trips require a minimum deposit of \$100.00 per person at time of reservation. The balance is due 45 days before departure.

CANCELLATION POLICY:Cancellation by Client

Cancellations must be received in writing.

Any refund issued is subject to a \$25.00 administration fee.

Up to 45 days before departure a full refund will be made less an administration fee.

Cancellations made between 45 - 31 days before departure, deposit is non-refundable and an administration fee will be applied.

Cancellations made within 30 days before departure or after final payments are due (collected) are non-refundable.

****If payment has been made by credit card, all cancellations are subject to 5% credit card fee.****

Cancellation and out-of-province health insurance must be arranged at time of reservation, and is non-refundable. We highly recommend that each person has insurance before leaving Ontario.

Cancellation after departure.

When the client leaves the tour group for personal reasons, the Company will consider it a forfeiture of contracted rights and claims to any refund. No refund will be issued.

Changes by the company.

The company will endeavor to complete the tour exactly as advertised; however, all itineraries are subject to change. The client accepts that it may prove necessary or advisable to vary or modify a tour itinerary or its contents due to prevailing local conditions or any other reason. The company reserves the right at any time to change or cancel any of the facilities, services, or prices described in our brochure or website and to substitute alternative arrangements of comparable monetary value or charge.

Where "major change" becomes necessary prior to tour departure, the company will inform the client of the said change, and the client will have the opportunity to cancel their booking. A major change is defined as a change that is reasonably required, but will depend on the individual tour and circumstances. For example: A change in hotel or route is not considered a major change. Major change could be "Force Majeure." "Force Majeure" includes, war, threats of war, riots, civil strife, terrorist activity, nuclear disaster, fire, floods or other adverse weather, highway closures or any other similar events.

The company reserves the right to cancel a tour due to low bookings. Should this occur, a full refund will be issued to the client. (Excluding payment for any travel insurance)

Responsibility:

Company acts solely as tour organizer and is responsible for making inclusion reservations. Company is not responsible for service that is out of the control of the tour operator.

Surcharges:

The company reserves the right to increase the tour cost to take into account the following:

1. Currency exchange rates
2. Cost of fuel
3. Increase in taxes

The company would advise the client of the amount of increase and the client would then decide if they want to keep their booking. If not, a full refund would be issued. (Excluding payment for any travel insurance)

TRIP CANCELLATION, MEDICAL TRAVEL INSURANCE

It is recommended that insurance be purchased for any trip. This can be purchased through Sookram Bus Lines Tours or at any other provider of the client's choice.

SPECIAL REQUESTS

Any special requests must be mentioned at time of booking. Company will make every effort to accommodate if possible.

BAGGAGE HANDLING

**Luggage tags will be provided for multi-day trips. Please use these so that there is a tracking for your luggage. Company is not responsible for lost or stolen articles during your travel.

Name tags will also be provided for multi-day trips. These should be worn to ensure inclusion with the tour group.

CONFIGURATON OF ROOM BOOKINGS

Single – single bed or one double Triple – two double or queen beds

Double – one double or queen bed Quad- two double or queen beds

GRATUITIES:

When a meal or venue is included in the tour cost, a gratuity has been included. However, when buying meals or participating in "optional" tours, please keep in mind the service provided and show your appreciation for a job well done.

As for the driver and tour director, it is customary to show your appreciation based on the level of service received. Gratuity is not included in tour cost.

CURRENCIES:

All prices are in Canadian funds and include HST where applicable.

Day tours:

Payable in full upon booking.

No refunds on any Sookram day tours. We do accept a replacement (if you have one); however, there would be no exchange of funds on our end.

Cancellation insurance is recommended.

Itineraries:

Day Trips: A phone call will be made to you by a company representative about 2 weeks prior to travel with departure time and pick up location.

Multi Day Trips:

Departure times and location, baggage tags and hotel information will be sent by mail upon final payment or two weeks prior to departure. **Luggage: Limit one large suitcase per person to be carried under bus and one small tote as hand luggage. Luggage service provided where available. Check trip inclusions for this info.