



GOGO WORLDWIDE VACATIONS CANADA BOOKING TERMS AND CONDITIONS

Terms and Conditions

The Purchase of your Travel Booking offered by The Flight Shops, Inc. DBA GOGO Worldwide Vacations (“GOGO, we, us”) constitutes a contractual agreement between GOGO and the purchaser of the travel booking and the booked travelers and implies acceptance of these Terms and Conditions.

Travel information

This information is supplied to us by third party independent service providers, such as airlines, hotels and transportation suppliers (“Service Provider”). We have taken reasonable care to ensure it is correct and up to date; however we cannot check the accuracy of such information.

Many of the services which make up your travel booking are provided by the Service Provider. Those Service Providers provide these services in accordance with their own terms and conditions. Some of these terms and conditions may limit or exclude the Service Providers liability to you.

The details of the prices, packages, tours, flights and other information displayed in the brochure are subject to change without notice. The travel products and services described in the brochure are subject to availability.

It should be noted that all documents issued to travelers are non-transferable. Such documents may include but are not limited to, airline tickets, hotel vouchers, tour vouchers, or any other document used to confirm an arrangement with a Service Provider. Such documents may also be subject to conditions such as, but not limited to, being non-refundable, non-date changeable and subject to cancellation or amendment fees. It is your responsibility to familiarize yourself with these conditions.

Please review your itinerary on the confirmation email and/ or e-tickets to ensure that all of your travel information and documentation are correct.

Pricing

All prices advertised are shown in Canadian dollars. Prices may vary within date shown. All hotel prices are valid at time of printing and are priced per person based on two adults sharing a room (unless otherwise specified). Travel services may be subject to additional charges not shown; such as transportation tax, departure tax, hotel tax and hotel service charges, fuel/ currency surcharges and GST/HST. GOGO reserves the right to increase or decrease prices accordingly without prior notice. Prices are guaranteed only once a booking has been made and paid for in full.

Should the price increase by greater than 7%, you have the right to cancel the contract for travel services and or obtain a refund of all monies paid to GOGO, unless the price increase is as a result of government taxation or fuel surcharge allowed by the Canadian Transportation Agency. Every effort will be made to advise your travel agent of any price increase at least 15 days prior to your departure date. In the event of an error in published rates, the option will be provided on whether to accept the change to the correct price or cancel for a full refund of all monies received by GOGO.

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Package prices for children (ages 2 to 11 unless otherwise specified) are based on a child sharing with two full-paying adults or with one adult who pays the single supplement (unless otherwise stated). Two children sharing a room on their own each pay full adult price except at hotels that offer child room rates.

Air navigation orders adopted by the Ministry of Transport allows infants under the age of two (at date of completion of travel) to travel free of charge (with the exception of applicable taxes, surcharges and fees), provided they do not occupy a seat on a flight reservation and no meal service is provided. Infant fares do not permit any baggage allowance. Should the infant turn two (2) years of age during the travel then a round trip child fare must be purchased prior to travel, unless otherwise specified by an airline. Infants under six (6) weeks of age may require a physician's certificate to travel.

Please note that additional airport fees and government taxes (other than sales tax) may not be included in your ticket price, these are frequently collected at destination).

Payments

The use of your credit card number to apply deposit and final payment indicates your acceptance of and compliance with these booking Terms & Conditions, whether or not you have actually signed the appropriate credit card slip. Verbal authorization for the use of a credit card confirms the reservation.

All monies received by us from you in respect of travel services are received by us as the Wholesaler of the Service Provider. If for any reason, any Service Provider is unable to provide the services for which you have contracted, your remedy lies against that Service Provider, and not against us. In the event we received payment by Credit Card, you agree that you will not seek to chargeback or recover your payment or any other losses from us. We do not represent that any travel products or services will be suitable for you. We rely on the information that is provided by the Service Providers to assist you to make an informed decision, but we cannot guarantee the accuracy in respect thereof.

Deposit Policy:

At the time of booking when booking outside of 45 days and when travel is not within the supplier's own cancellation penalty:

- Accommodation: \$50 per person
- Airfare Payment in full
- Car Rental Deposit not required
- Attraction tickets \$50 per person.

Otherwise payment has to be made in full for all travel products and services.

Insurance

Many of the problems for which we cannot be held responsible for can be insured against. We highly recommend that you take out insurance to provide adequate cover for medical expenses, personal accident, loss of baggage and curtailment or cancellation of trip when traveling out-of-province. Individuals are responsible to finance on the spot medical treatment and other contingencies, and then

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to reclaim this from insurance, if covered. You will be required to provide documentation to the insurance company to facilitate a claim. Please note that there are exclusions to coverage of insurance. It is your responsibility to be familiar with the insurance coverage purchased and ensure that the coverage meets your travel needs, as several Service Providers do require travel insurance for their travelers.

Visas & Passports

It is your responsibility to have a valid passport, visa and/ or other travel documentation. A passport is the only reliable and universally accepted travel and identification document. Using other documentation may result in delays or being denied boarding.

- You need a passport and a visa to enter many, if not all, foreign countries. The requirements and processing times for your visa will depend on what you intend to do while you are abroad: visit, study or work.
- Most, if not all, international countries require a passport with at least 6 months validity beyond the intended travel time.
- Any Visa advice provided to you is dependent on the accuracy of the information provided by you. Visa advice is current but can change prior to your intended travel.
- Please verify documentation requirements closer to your travel dates.
- Other documentation requirements, including visas, will vary depending on citizenship status.
- Check with local officials (embassy, consulate) to find out which documents are required and then make certain that you have the documents in hand at time of check-in.
- Failure to provide the required documents may result in being denied boarding privileges by the carrier or relevant authorities, without further recourse or the possibility of a refund.
- No refund or replacement is given for lost or stolen travel documents.
- Cruise passengers must present a valid passport, regardless of the entry requirements for their country of embarkation.
- To re-enter Canada, if you have no valid Canadian passport, you need to show PR card or CDN Visa.
- It is important to note that you may still be denied country entry even if the relevant documentation is provided. Please note that a traveler with known criminal history may be denied entry.
- We recommend that you inquire with the Consular Affairs Bureau for Canadians Abroad or review online the Essential Information for Canadian Travelers Guide at voyage.gc.ca to satisfy personal requirements.

Traveling with your Child or Another's

Whether traveling alone or accompanied by an adult, each child must travel with his own travel documents plus supporting documentation: i.e. birth certificate showing the names of both parents and/or legal documents pertaining to custody. Also the adults traveling with the minor children are strongly advised to hold a notarized letter of travel consent signed by the parent(s) or guardian(s) with legal custody. The letter must include the signor's address, phone details, authorization to travel, the

destination and length of stay. If a parent/guardian is divorced or deceased, custody document or death certificate is required.

For unaccompanied minors traveling please notify your travel agent and the airline of the person who is responsible for meeting the minor at destination.

Changes by You

Airfares purchases through GOGO Worldwide Vacations are subject to the rules and cancellations fees of the airlines. Regardless of when the booking was made, some airfares may become non-refundable once the tickets are issued. Terms and conditions governing the selected airfares are provided at the time of booking. Other services such as hotel and car rental are governed by the terms and conditions of their respective suppliers at the destination. You hereby agree to abide by the given terms and conditions when making a hotel or car rental reservation.

You will be responsible for any price increase on the travel products and services from the original booking date to the date of change. No price adjustments shall be made if the price for such travel products and services has decreased. If a change is made to the room occupancy, including but not limiting to the reduction or increase of guests per room, you will be responsible for any resulting increase in price. Name change request may be denied by the service provider as per their terms and conditions.

Cancellations by You

You may cancel your travel arrangements at any time. To cancel a travel booking, please contact your travel agent immediately. Cancellation penalties are calculated based on the date that GOGO receives written notice of the cancellation.

Refund for unused services, from any service provider, are also governed by the respective service providers and are strictly adhered to by GOGO Worldwide Vacations. We will not be held liable for any refund exceeding the amount as agreed between us and our service providers. In the event that certain conditions are cancelled, GOGO will have no responsibility beyond the refund of all monies received by GOGO for such cancelled services that will be deemed to constitute full and final settlement of any claim that you may have against GOGO for the cancellation.

Any part-used/return halves or unused flight tickets returned will be forwarded to the airline concerned for assessment. Should a refund be owed, GOGO will advise. Upon receipt of refund GOGO will in turn refund you the funds less any cancellation or administration charge. Please note that the refunds for partused/return halves of tickets are usually less than the pro-rata rate and may have no refund whatsoever.

Refunds will be processed to the Travel Agency in the same manner as the original payment. Tickets returned more than 6 months after the date of issue are classed as expired by the airline and generally have no refund value at all. Lost or stolen tickets may not be re-issued by some airlines and duplicate or replacement tickets may then have to be purchased locally at the current fare. Even if replacement

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tickets are purchased, certain airlines will not issue refunds for lost/stolen tickets. A delay of up to 18 months is possible before airlines notify and authorize us to issue a refund. Tickets returned to GOGO should be sent by registered mail, in person, or by courier.

No refund is allowed for any portion of unused tour services, accommodations and car rental.

GOGO Worldwide Vacations reserves the right to charge a reasonable fee for its services in its capacity of travel wholesaler. Voluntary changes in your itinerary by you will result in additional fees and the difference in fare. GOGO's cancellation fee compensates GOGO for its damages arising from cancellation, including but not limited to pre-payment costs on the travel booking and other service and administrative costs involved in processing the cancellation. By facilitating a travel booking, the Travel Agent agrees that the cancellation fee is a genuine estimate of damages to GOGO of any cancellation and is in addition to any penalties charged by the service provider. GOGO may arrange for the resale of the same travel products that have been cancelled without full refund.

Cancellation Fees include:

- No cancellation fee charged by GOGO Worldwide Vacations Canada
- Applicable cancellation penalties by the Service Provider(s)
- Any fees and penalties do not include applicable GST/HST

Changes by Us

We reserve the right, at our discretion, to modify or cancel any holiday, flight schedule, accommodation or arrangement at any time outside six weeks before departure. As a result changes may be made to the particulars contained in the brochure at any time before your travel arrangements are purchased. In such circumstances the changes are expected to be minor and we will advise you as soon as reasonably possible. Occasionally we must make a major change to your holiday prior to your departure.

Major changes would include:

- Change of destination
- Change of departure or return by more than 16 hours
- Change of accommodation standard
- Increase in your package tour cost by more than 7% (unless government imposed)
- Change of the routing requiring additional traveler identification or documentation without sufficient time to obtain this documentation before departure
- Error in published rates
- If we make a major change, we will advise you or your agent as soon as possible, and you may:
 - Accept the change as offered
 - Select an alternative travel arrangement with GOGO as available and at the applicable price
 - Cancel your travel arrangement completely with a full refund of the price paid to GOGO.

Certain holidays may require minimum number of travelers and in the event that there are insufficient travelers prior to six weeks before the departure we will be entitled to cancel the holiday, whereupon all monies paid by you to GOGO shall be refunded. It is possible that the accommodation is not available

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for reasons such as unexpected maintenance issues or overbooking, and a substitute hotel of equal or greater quality is provided. If the hotel standard is downgraded and you accept the change as offered, a refund for any difference in price would be issued. At that time we reserve the right to change published prices without notice or to pass on the government imposed taxes, transportation related fees or surcharges including those for fuel or currency fluctuations to the traveler.

All hotels undergo routine maintenance and renovation. In popular resort areas there is considerable on-going construction and GOGO is not responsible for any interruption or inconvenience you may encounter as a result. At brand new hotels, some facilities may not be fully functional and landscaping and other finishing touches may be ongoing during your stay.

Due to Force Majeure, those instances that are caused by war or threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, weather causing beach erosion, epidemics or health risks, technical or mechanical problems with transport as well as flight delays due to weather, government action, closed or congested airports or ports, supplier insolvency, and any other events beyond our direct control we may not be able to refund in full.

Group Bookings

To facilitate group bookings, we will endeavour to forward any group booking discounts provided by the Service Provider to you on the condition that one person represents the clients when making the booking arrangements and payments. In this case, confirmation of the booking and payment will be sent to him/ her only. All payments for the booking are also to be made through him/her only.

Special Requests and Medical Problems

Should you have any special requests, you must advise us at the time of the booking and clearly note it on booking. We will endeavour to pass any reasonable requests to the Service Provider; however, we regret that we cannot guarantee that your special request will be fulfilled. Failure to meet any special request does not signify a breach of contract on our part. We also regret that we cannot accept conditional bookings, ones that are specified to be conditional on the special request or fulfillment. All such bookings will be considered a "regular" booking with a provision of the possible accommodation of the special request.

Should you or any other persons of your party traveling have a medical problem or disability which may affect your choice and pleasure of holiday, please inform us prior to confirming your booking so that we can advise to the suitability of the chosen arrangements. In such an event, please provide us with the opportunity to assist you to ensure that your travel experience is not limiting by providing us full details of your medical problem or disability in writing. We are within our rights to cancel a booking if we deem the travel plans reasonably inappropriate for the traveler with a health problem or disability that hinders them from undertaking the trip or if we are made aware after the time of booking of details that were not provided at the time of booking. The company will not be responsible for expenses resulting in such person being precluded from completing their travel for any reason, nor will we be able to refund you any part of your costs of travel. In all cases we will advise you of the situation and the reasons why

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we have taken such action. We will be under no obligation to arrange for your return once this action has been taken.

Notice to Travelers

Travelers should be aware that different living standards and practices may exist outside of Canada and United States including but not limited to: provision of utilities, e.g. Water and electricity; accommodations; services of all kinds; food; food preparation and water quality. GOGO shall not be held responsible for any loss, damage, illness or injury resulting from different living standards. The quality of hotels advertised by our suppliers has been rated in accordance with the normal standard of the destination and could be different from the standard of Canadian or American hotels. Service may be interrupted at any time for renovations, maintenance, or construction. GOGO is an agent only and cannot be held responsible for quality or interruptions of service.

GOGO cannot be held responsible for other activities or other tours sold locally as these services are not operated by GOGO. Tours features are all at extra charge subject to change and availability. Mention does not signify endorsement. Any written or oral contract for all such activities and/or services shall be deemed to be made between customers and the operator of such activities and/or services and shall be undertaken at the traveler's own risk of loss, damage, or injury.

GOGO does not accept responsibility for behaviour of other guests/groups nor the withdrawal of services or facilities due to local cultural and political events or holidays. These circumstances are usually regulated by the local governments and are beyond our control.

You must comply with all Government laws, customs, and foreign exchange regulations of each of the countries visited whilst traveling. Should we be aware of any contravention we reserve the right to cancel the remainder of your travel, without refund.

Traditionally, summer and fall are the rainy seasons in the Caribbean and tropical showers are to be expected. These showers can increase to tropical storms and even possibly hurricane force winds.

Some countries require travelers to be issued a special international driver's permit and/or international proof of insurance for driving a vehicle.

Many independent suppliers require the presentation of a major credit card at the commencement of service to cover any additional incidentals and/or potential damages. It is recommended that there is at least one thousand dollars (\$1,000.00) of available funds on the credit card.

Suitability of Travel Products and Services

We do not represent that any travel products and services set out in our brochure will be suitable for you. You release us from any claims in relation to the travel products and services described on our website, including but not limited to claims that the travel products and services are not suitable.

Service Providers are independent parties over which we have no control. The information and description given about the Service Providers and their products are based on our inquiries and are believed to be accurate, but we cannot guarantee in respect thereof.

Tickets and Timings

You must check your itinerary on each stage of the completion of the booking to ensure that you have the correct flight times. It is possible and that flight times will change even after tickets have been issued and you will be advised of such prior to departure provided your personal information is correct and up to date.

Check-in Opening and Closing Times

We recommend online check-in, available with most airlines at least twelve (12) hours prior to departure and for most cruises at least seventy two (72) hours prior. All passengers are asked to check in at least two (2) hours for domestic and three (3) hours for international prior to the scheduled time of departure of their flight. Please note that all travelers must be present with their boarding documents, passport and visas necessary for their travel. Due to enhanced security measures at all airports, most airline check in counters close 1 hour prior to the scheduled time of departure. Please check with your airlines directly. It is imperative that all passengers arrive at check-in within the recommended times noted. It is your responsibility to ensure that you don't miss your flight and/or denied boarding. When booking air only, you are required to provide a contact phone number at destination so that you can be advised of any schedule changes for your inbound flight. Failure to provide may result in a missed flight for which you are solely responsible for.

Carriage and service performed and tickets issued are subject to the terms referred to on such tickets, the rules relating to liability by the Warsaw Convention (as amended), The Athens Convention, The London Convention and The Montreal Convention and there Terms and Conditions. Air transportation complaints are solely the responsibility of the airline concerned. You agreed that GOGO cannot be held responsible or liable for expenses, lost wages and/or missed vacation time due to flight time changes and/or delays.

Baggage Allowances and Restrictions

Applicable on all airlines, cruises, coaches, and other means of transport and will vary. You should contact the service provider(s) you are traveling with directly to verify specific restrictions.

Seat Selection

Seat requests will be honoured where possible; however, there is no guarantee as final seat allocation is at the sole discretion of the airline. Some airlines do offer seat pre-selection for a fee at the time of booking. Otherwise, seats are assigned at checkin by the airline. Seat selection may incur additional fees.

Hotel Check-In and Check-Out

Due to hotel housekeeping requirements, regardless of flight times, normally hotel check-in is after 3:00 pm local time on the day of arrive and check-out is at noon (12:00 pm) local time.

Hotel Amendments

Certain services and activities may be withdrawn by the hotel for reasons such as weather conditions and number of guests. All withdrawn features are non-refundable. Spa services are at an additional charge unless otherwise stated. Room upgrade bonus features are subject to space availability at check-in and cannot be guaranteed prior to your arrival. Bonus features do not have any cash value. Resort stays may incur additional fees.

Prepaid Hotel Reservations

You acknowledge that GOGO pre-negotiates certain room rates with hotel suppliers to facilitate the booking of reservations on your behalf. You authorize GOGO to book reservations for the total reservation pre-paid price which includes the room rate, tax recovery charges, and service fees. You may cancel or change your prepaid hotel reservation but you will be charged the cancellation or change fee indicated in the rules and restrictions for the hotel reservation. Should you not cancel or change your reservation before the cancellation policy period (usually 24 to 72 hours) applicable to the hotel you reserved prior to your date of arrival, your refund entitlement is limited to the remainder after the penalties of the applicable nightly rates, tax recovery charges, and service fees have been applied. In the event of a no-show on the first night of the reservation yet plan to check-in for subsequent nights, it is imperative that you confirm your commitment to use the subsequent nights by contacting your travel agent otherwise the remainder of the hotel stay is forfeited. Refund requests for no-shows and early checkouts have to be placed within 20 business days after checkout. In all cases, you agree that all refund requests will take into consideration the applicable change and/or cancellation penalties. Some hotels' terms and conditions state that reservations cannot be changed or cancellation and that all monies paid towards the pre-paid hotel reservation is forfeited. You agree to abide by the terms and conditions imposed with respect to your prepaid hotel reservations.

Vaccination Requirements

For some countries, international health certificates and vaccinations are required. Please visit this site for more details http://www.phac-aspc.gc.ca/tmp-pmv/travel/clinic_e.html or see your family doctor.

Travel Safety

The decision to travel and where to travel are the sole responsibility of the individual. The best way to have a safe trip when you are traveling to unfamiliar places is to do your research first and check the safety of your travel destination. GOGO recommends reviewing travel prohibitions, warnings, advisories, and announcements issued by the local governments prior to booking. Relevant information can also be found on these sites: www.state.gov, www.tsa.gov, www.dot.gov, www.faa.gov, www.cdc.gov, <http://www.voyage.gc.ca/dest/ctry/reportpage-en.asp> and <http://www.travel.gc.ca/>.

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It is possible that you will encounter minor difficulties that are sometimes unavoidable and uncontrollable. Do ask questions and research on your own to ensure that you are prepared for every eventuality.

For Residents of the Province of Quebec Only

The price for the travel services provided hereunder may be increased following the imposition of a surcharge on fuel by the air carrier, or an increase in the exchange rate insofar as the exchange rate applicable 45 days before the date of departure has increased by more than 5% since the date of this contract. If any such increase is equal to or greater than 7% of the price of the travel services, without taking into account any increase in the Quebec sales tax or federal goods and service tax, you may choose to cancel this contract and to receive a full refund of any amounts paid. There shall be no increase in the price of travel services within 30 days of your departure date.

Conditions of Suppliers

Many of the services which make up your travel plans are provided by independent suppliers (“Service Provider”). These Service Providers have their own terms and conditions on you booking. Some of these terms and conditions may limit or exclude the Service Provider(s)’ liability to you, usually in accordance with the applicable International Conventions.

GOGO does not guarantee any Service Provider’s rates, bookings, reservations, connections, scheduling or protection of personal belongings. Furthermore, GOGO assumes no responsibility for overbooking, cancellation or delays related to the Service Providers.

Liability Limitations

Service Providers reserve the right to refuse service to travelers for the following reasons.

The traveler:

- Lacks proper documentation for the country of destination
- Has a contagious disease
- Is under the influence of alcohol, drugs or narcotics
- Manifests disruptive and/or unruly behavior

Our Relationship

This agreement for which you have entered by purchasing your travel arrangements and making payment to GOGO is one that you accept and have authority to accept on behalf of yourself and the other travelers on the booking. This agreement includes these terms and conditions which are governed by Canadian law, under the jurisdiction of Alberta.

A person who is not a party to these terms and conditions shall have no rights under this contract nor can enforce any of these terms and conditions.

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You agree to indemnify us against all third party actions taken against us for actions, accidents or damages caused by you or arising from participation in the travel booking.

No agency, partnership, joint venture, employee-employer or franchisor-franchisee relationship is intended to be created between you and us by these Site Rules.

Disclaimer of Liability

The travel products and services offered and promoted in our brochure are products and services of third parties. Our role is to facilitate your travel arrangements, including processing your bookings and making payments. We are acting as agent for the third party providers. Your legal relationship in respect of the third party products and services is with the third party provider.

TO THE EXTENT PERMITTED BY LAW, YOU RELEASE US FROM ALL LIABILITY, COST, DAMAGES, CLAIMS AND EXPENSES (INCLUDING DIRECT, INDIRECT, SPECIAL AND CONSEQUENTIAL LOSS OR DAMAGE WHETHER IN NEGLIGENCE OR OTHERWISE) ARISING OUT OF THE SUPPLY OR FAILURE TO SUPPLY OR USE OR NON-USE OF THE THIRD PARTY PRODUCTS OR SERVICES.

GOGO is not itself a tour operator, carrier, or hotelier, nor do we own aircraft, hotels or coaches. We exercise every care in the selection of reputable service providers, which term include but is not limited to tour operators, airlines, coach operators, hotels, cruise-line operators and shilling, rail, car hire, and restaurant operators (“service providers”), which we recommend or which are used in tours that we sell. All bookings are subject to the terms and condition and limitations of liability imposed by these Service Providers, some of which limit or exclude liability in respect of death, personal injury, delay and loss or damage to baggage.

We always do our best to make sure you travel arrangements are satisfactory. However we cannot be held responsible for any liability of whatever nature, whether in contract tort, or otherwise, for the acts, omissions or default, whether negligent or otherwise, of the Service Providers, over who we have no control.

To the maximum extent permitted by law, neither we nor any of our officers, employees, shareholders or other representatives will be liable in damages or otherwise in connection with the purchase and/or use of any products and services supplied. This limitation of liability applies to all damages of any kind including compensatory, direct, indirect, or consequential damages, loss of data, income, or profit, loss or damage to property, personal injury and claims of third parties.

You agree to indemnify us against all third party actions taken against us for actions, accidents or damages caused by you or arising from participation in the travel booking.

If any warranties are implied by law that cannot be excluded, then our liability for breach of such warranties is limited to, at our option:

In case of products:

- The replacement of the products or the supply of equivalent products

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- The payment of the cost of replacing the products or acquiring equivalent products In case of services:
- The supply of the services again
- The payment of the cost of having the services supplied again.

Your Privacy

GOGO respects the privacy of its customers. The personal information GOGO collects is used for the purpose of meeting your travel requirements. The personal information GOGO collects may include your name, address, phone number, e-mail address, credit card details (where you provide them) and any further information you volunteer to us. Where necessary to fulfill your requested travel requirements, we will provide personal information you provide to us, to airlines, tour companies, car hire agencies, hotels, restaurants, insurance providers and commercial partners,. Please be assured we will not disclose any personal information for any other purpose without your consent, except where the use of disclosure is required or authorized by or under law and to protect any personal information it holds under law. GOGO takes reasonable steps to protect any personal information it holds from misuse, loss, unauthorized access, modification or disclosure. GOGO does not send unsolicited mail, nor does it sell, in whole or part, the personal information it collects and doesn't note disclose it to other organizations, except as provided above. The consequences of you not providing any information requested by GOGO is that GOGO may not be able to complete your travel arrangements nor will it be able to contact you to advise of changes to your travel details.

On request you are welcome to view the personal information that we hold about you. If you think that any personal information we hold about you is inaccurate, please contact us, and following authentication, we will take reasonable steps to ensure that is corrected.

Governing Law

If any dispute arises about this agreement or how this agreement applies or arising out of your use of this site, the laws of Canada will apply.

You irrevocably and unconditionally submit to the non-exclusive jurisdiction of the courts of Canada, and waive any right that you may have to object to an action being brought in those courts.

To the maximum extent permitted by law, this agreement is governed by the laws of Alberta and Canada. You hereby consent to the exclusive jurisdiction and venue courts in Calgary, Alberta, Canada in all disputes arising out of or relating to your travel booking or inquiry.

Behaviour of Self and Other Travelers in Party

When you book with us, you accept responsibility for any and all damage or loss caused by your or any member of your party. Full restitution for such damage or loss must be paid directly to the Service Provider. Failure to do so, you will be responsible for any subsequent claims made against us (in addition to ours and the Service Provider's legal costs) as a result of your actions.

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As our client, we reasonably expect that you will respect and be considerate for other people while traveling. If you or any member of your party behaves in such a way that is deemed to be dangerous, upsetting, or distressful to a third party or damage to property, we or the Service Provider may terminate your travel plans of the person(s) concerned, without prior notice. Should this occur, the person(s) concerned will be required to cease continuing to travel on the booking made with us. We will have no further responsibility toward such person(s) including any return travel arrangements. No refunds will be made and no expense or costs incurred as a result of the termination of travel will be compensated by the Company.

Disputes

If you have cause for complaint whilst traveling on a booking that was facilitated by GOGO, you must bring it to the attention of your relevant supplier or agent immediately who will do their best to rectify the situation. It is strongly recommended that you communicate any complaint to the supplier of the services in question as well as to our representative without delay and complete a report from whilst traveling.

If you fail to follow this simple procedure whilst at your report this will deprive us of the opportunity to investigate fully, mitigate and rectify the matter to your satisfaction and may affect your rights under this contract and result in your ability to claim compensation being extinguished or at least reduced.

It is unreasonable to take no action while traveling but then write a letter of complaint upon return. Regardless, we will endeavor to address a complaint that has been forwarded to the account manager within 28 days of completion of travel.

It is possible that flight times, accommodations, and or other travel services booked may change even after the booking is completed and full payment is received. It is recommended that you familiarize yourself with the terms and conditions of the Service Providers. Please ensure that we have your current contact information so that we can notify you of such changes.

Many of the services that make up your travel plans are provided by independent suppliers (“Service Providers”). These Service Providers have their own terms and conditions on your booking. Some of these terms and conditions may limit or exclude the Service Provider(s)’ liability to you, usually in accordance with the applicable International Conventions.

Your Travel Purchase

Please ensure that you carefully read and understand your confirmation invoice, itinerary, tickets, and all other documentation provided as soon as you receive them and that should you require clarification or have concerns to contact us or your travel agent as soon as possible so that they can be addressed.

We regret that we cannot accept any liability if we are not notified of any inaccuracy in the documentation within fourteen days of us sending you the documentation. Whilst we will do our reasonable best to address any changes or concerns outside of this time frame, it would be your responsibility if there are any additional costs to rectify.

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We accept MasterCard, Visa, and American Express in Canadian dollars only. Only written authorisation (email, fax, or in writing) will confirm the reservation. It is only if the client has stipulated in writing that the credit card may be used without their signature. The travel agent will be forward your credit card details to us for processing the payment and it will state on your credit card statement that it has been charged by GOGOWORLDWIDEVACATIONS..AB

Currency Exchange Rates

Most of our booking fares are in CDN currency and we will state as such. All charges will be processed in CDN onto your credit card regardless the origin of your credit card. Please be aware that translating the booking fare into your home currency will always be approximate until charged on your credit card. Posted currency rates from various publicly sources should be used as a guideline only as rates are rarely verified as accurate and actual rates will vary. When using the information of the travel booking for any financial purpose, please consult a qualified professional to verify the accuracy of the currency rate.

Termination

We may terminate this Agreement, and any other agreement between us, immediately if you breach any of these Terms and Conditions.

General

If any of these terms of use is invalid or unenforceable, it will be struck out, and the remaining terms will remain in force. Headings are for reference purposes only. No employee, agent or representative of GOGO has the authority to modify, waive, or alter any provision of these terms and conditions.

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