



TRAVEL WITH NO REGRETS

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## FLIGHT TERMS & CONDITIONS

### BAGGAGE LIMITS

We request that you have no more than 1 checked bag. Some airlines may impose additional charges if you choose to check any baggage. Please contact your airline or refer to its website for detailed information regarding your airline "checked baggage" policies. Airlines may restrict checked luggage, be sure to reconfirm your flights allowance by weight by contacting the airlines directly for instructions. Carriers may also apply extra charges for checked baggage in excess of their permitted allowance. If more than one open-carrier is providing the transportation for your journey, each carrier may apply different rules on baggage. For Tours that include domestic-internal-air, Contiki will not be responsible for any services/or baggage fees imposed by any airlines. Please also verify that your baggage does not contain any restricted items. For a complete up-to-date list of restricted items please visit [catsa-acsta.gc.ca](https://catsa-acsta.gc.ca).

You may also refer to Website [www.iflybags.com](http://www.iflybags.com) for related checked baggage fees and checked baggage allowance or at <https://bagsamadeus.com>.

### FREQUENT FLYER MILES

Frequent Flyer Miles can be accrued on most air carriers. Upgrades using mileage may not be permitted. We cannot guarantee that miles will be collected for air booked with Contiki. It is the guest's responsibility to request frequent flyer credit from the airlines. Some air tickets are not eligible for full mileage accrual; guests must save all boarding passes and ticket receipts as these are your only copies. Contiki will not be responsible for matters concerning frequent flyer miles.

### SEATS

Seating is solely under airlines' control. Pre-assigned seats cannot be guaranteed and are subject to change without notice. (i.e. operational constraints, flight rescheduled, aircraft change, flight disruption, etc...). Where pre-assigned seats are not offered/or different seats are desired, guests must contact the airlines directly to make these arrangements. Some airlines may impose additional charges for pre-assigned seating; such charges will be at guests' expense. We recommend you double check with the airlines directly 72-hours prior departure to ensure your advance seat assignment is still confirmed. For any further information to flight seating specifications, you may refer to website [www.seatguru.com](http://www.seatguru.com). You may also refer to website [www.checkmytrip.com](http://www.checkmytrip.com) to review your flight itinerary details and for general information on type of aircraft you are booked with, find out which meals are included on-flight if any, baggage information, airlines direct locators, and weather condition.

### CODESHARE FLIGHTS

Code-sharing refers to a practice where two or more airlines share the same flight operated by one airline. Airlines have code-sharing agreements/or partnerships that allow them to jointly market and sell seats on a flight operated by another airline.

If the Air Reservation is made for a flight in which is Operated by a code-shared flight, travel agent/or clients must contact the airline directly to inquire regarding advance-seat-availability and additional fees to the relevant operating airline. Unfortunately, some code-sharing flights will not permit the advance-seat-selection due to the airlines system technicalities and permitted only upon Web or Airport Check-in.

### SCHEDULE CHANGES

Airlines Schedule Changes are solely under the airlines control, as are itinerary changes due to flight delays, and schedule changes. Contiki reserves the right to offer alternative schedules for itineraries affected by airline schedule changes and equipment. Flight delays, flight cancellation and schedule changes are the responsibility of the airline. Contiki will not be responsible/or liable for such delays or rescheduling. You may also refer to Taxi Finder Website at [www.taxifarefinder.com](http://www.taxifarefinder.com) in the event flights have been changed, delayed and resulted on missed Transfers.

## NAME CORRECTIONS

Some airlines do not allow name corrections and/or itinerary changes. Such corrections and/or changes are subject to additional fees, schedule changes and/or complete loss of air reservation. Guest's will be responsible for any penalties (up to 100% of the airfare) charged by the airlines for name corrections and itinerary changes.

## (TSA) - TRANSPORTATION SECURITY ADMINISTRATION

As per TSA regulations, it requires Contiki to collect guest's name as per passport, date of birth and gender. This information is mandatory at the time of deposit. Final documents may not be released if the required guest's information is missing from the record. Please verify names, first and last names on the ticket as it must match as per passport. Changes to flight itinerary/schedule changes/name corrections may incur additional fees and new air schedules.

## MEAL REQUESTS

Special meal requests can be made at time of booking; however, these requests cannot be guaranteed. Note that carriers are unable to guarantee a nut-free in-flight environment. Firstly, nuts and nut-derivatives are commonly used in the preparation or manufacturing of inflight meals world-wide (except for Nut-Free Special Meal). Secondly, airlines are also unable to prevent guests from bringing and consuming their own nut-products on-board of the flights. Should you require a nut-free special meal, please contact the airline directly to make these special arrangements.

Due to the heightened security environment, guest's should obtain a doctor's certification for their medication or syringe. All medication should be professionally labelled with passenger's name and clearly identified to eliminate any difficulties passing through security check-points.

## CONTRACTED AIRFARES

Our contracted airfares are subject to availability as we do not hold block space on any airline. The price for the base fare is guaranteed at time of Deposit. However the Air Taxes and Fuel Surcharges are subject to change until receipt of final payment. Upon receipt of full payment, the airfare, taxes, and fuel surcharges are final, regardless of future price fluctuations up/or down.

## FLIGHT CONFIRMATION

Guests are responsible to re-confirm their flights directly with the airlines or by visiting the airlines website and **check the flight schedules/status**. For Domestic flights, guests need to contact the airlines directly 24-hours prior to Flight Departure and for International flights at least 48-hours prior to Flight Departure.

A reminder, that the time shown on the itinerary/receipt is the departure time of the aircraft. A three 3-hour airport check-in is required for all international flights and 2-hours airport check-in for domestic flights. **For Web Check-in "Opening Times"** please check directly with the "Operating Carrier" Website or you may contact the carrier directly.

Flight departure time is not the same as the time you must check-in or the time you must be available for boarding. Your carrier may refuse you carriage if you are late. Check-in times, as advised by your carrier, are the latest times at which passengers can be accepted for travel; boarding times, as advised by your carrier, are the latest times at which passengers must present themselves for boarding.

AIRLINE NAME	CARRIER CODE	PLATING CARRIER #	ESERVATIONS CONTACT #	AIRLINES WEBSITE
Air Canada	AC	014	1-800-247-2262	<a href="http://www.aircanada.ca">www.aircanada.ca</a>
Lufthansa	LH	220	1-800-563-5954	<a href="http://www.lufthansa.com">www.lufthansa.com</a>
Austrian Airlines	OS	257	1-800-843-0002	<a href="http://www.austrian.com">www.austrian.com</a>
Brussels Airlines	SN	082	1-866-308-2230	<a href="http://www.brusselsairlines.com">www.brusselsairlines.com</a>
Swiss Air	LX	724	1-877-359-7947	<a href="http://www.swiss.com">www.swiss.com</a>
United Airlines	UA	016	1-800-241-6522	<a href="http://www.united.com">www.united.com</a>
Air France	AF	057	1-800-667-2747	<a href="http://www.airfrance.ca">www.airfrance.ca</a>
KLM Royal Dutch Airlines	KL	074	1-800-618-0104	<a href="http://www.klm.com">www.klm.com</a>
Alitalia	AZ	055	1-800-361-8336	<a href="http://www.alitalia.com">www.alitalia.com</a>
Delta Airlines	DL	066	1-800-447-4747	<a href="http://www.delta.com">www.delta.com</a>
Icelandair	FI	108	1-800-223-5500	<a href="http://www.icelandair.ca">www.icelandair.ca</a>
Bristish Airways	BA	125	1-800-247-9297	<a href="http://www.britishairways.com">www.britishairways.com</a>
Iberia	IB	075	1-800-772-4642	<a href="http://www.iberia.com">www.iberia.com</a>

AIRLINE NAME	CARRIER CODE	PLATING CARRIER	RESERVATIONS CONTACT #	AIRLINES WEBSITE
Air Transat	TS	649	1-866-847-1112	<a href="http://www.airtransat.com">www.airtransat.com</a>
Air New Zealand	NZ	086	1-866-351-9528	<a href="http://www.airnewzealand.ca">www.airnewzealand.ca</a>
Qantas Airways	QF	081	1-800-227-4500	<a href="http://www.qantas.com">www.qantas.com</a>
Tap Portugal	TP	047	1-800-221-7370	<a href="http://www.flytap.com">www.flytap.com</a>
Srilankan Airlines	UL	603	1-416-227-9000	<a href="http://www.srilankan.com">www.srilankan.com</a>
Lan Airlines	LA	045	1-866-435-9526	<a href="http://www.lan.com">www.lan.com</a>
American Airlines	AA	001	1-800-433-7300	<a href="http://www.aa.com">www.aa.com</a>
Air India	AI	098	1-800-625-6424	<a href="http://www.airindia.in">www.airindia.in</a>
Turkish Airlines	TK	235	1-800-874-8875	<a href="http://www.turkishairlines.com">www.turkishairlines.com</a>
Cathay Pacific	CX	160	1-800-268-6868	<a href="http://www.cathaypacific.com">www.cathaypacific.com</a>
US Airways	US	037	1-800-428-4322	<a href="http://www.aa.com">www.aa.com</a>
Copa Airlines	CM	230	1-800-359-2672	<a href="http://www.copaair.com">www.copaair.com</a>

## AIR CANCELLATIONS

Advance noticed is required for cancellation/or date changes. Changes and/or Cancellation subject to penalty fees up to 100% of the air ticket value. Air cancellations made before tickets are issued will incur a \$35.00CAD per person service fee. Air cancellations made after tickets are issued will incur a \$75.00CAD per person service fee plus any airline imposed penalties (up to 100% of the air ticket value). All airfares booked as Published Fares, Priced Match and Promo offers booked by Contiki are non-refundable.

## TRAVELLERS ON INBOUND FLIGHTS THROUGH NORTH AMERICA (USA AND CANADA)

Travellers on inbound flights **connecting through North America** (USA and Canada) must **go through Custom Clearance**. Guests must also **pick-up their luggage and re-check it again**. Below are two examples of itineraries with inbound flights connecting through USA and Canada.

### CONNECTING THROUGH USA:

AC 878 T **19OCT** YYZ ZRH 1825 0750 20OCT

AC5047 T **31OCT** ZRH EWR 1020 1445 31OCT

Upon arrival in Newark, Guests must go through Customs and pick-up luggage and recheck-in again.

AC7661 T **31OCT** EWR YYZ 1805 1937 31OCT

### CONNECTING THROUGH CANADA:

AC 878 T **19OCT** YYZ ZRH 1825 0750 20OCT

LX 086 K **31OCT** ZRH YUL 1245 1615 31OCT

Upon arrival in Montreal, Guests must go through Customs and pick-up luggage and recheck-in again.

AC 423 M **31OCT** YUL YYZ 1800 1924 31OCT

## CONDITIONS OF CONTRACT AND OTHER IMPORTANT NOTICES:

Passengers on a journey involving an ultimate destination or a stop in a country other than the country of departure are advised that International treaties known as the Montreal Convention, or its predecessor, the Warsaw Convention, including its amendments (the Warsaw Convention System), may apply to the entire journey, including any portion thereof within a country. For such passengers, the applicable treaty, including special contracts of carriage embodied in any applicable tariffs, governs and may limit the liability of the carrier.

## NOTICE of liability limitations

The Montreal Convention or the Warsaw Convention system may be applicable to your journey and these Conventions govern and may limit the liability of air carriers for death or bodily injury, for loss of or damage to baggage, and for delay.

Where the Montreal Convention applies, the limits of liability are as follows:

1. There are no financial limits in respect of death or bodily injury.
2. In respect of destruction, loss of, or damage or delay to baggage, 1,131 Special Drawing Rights (approximately EUR 1,357; US \$1,663) per passenger in most cases.
3. For damage occasioned by delay to your journey, 4,694 Special Drawing Rights (approximately EUR 5,655; US \$6,786) per passenger in most cases.

## Where the WARSAW CONVENTION SYSTEM applies, the following limits of liability may apply.

1. Protocol to the Convention applies, or 8,300 Special Drawing Rights (approximately EUR 10,000; US \$10,000) if only the Warsaw Convention applies. Many carriers have voluntarily waived these limits in their entirety, and US regulations require that, for journeys to, from or with an agreed stopping place in the US, the limit may not be less than US \$75,000.
2. 17 Special Drawing Rights (approximately EUR 20; US \$20) per kg for loss of or damage or delay to checked baggage, and 332 Special Drawing Rights (approximately EUR 400; US \$400) for unchecked baggage.
3. The carrier may also be liable for damage occasioned by delay. Where neither the Montreal Convention nor the Warsaw Convention system applies: For travel wholly between points in Canada, the liability limit is \$1,500 CAD per passenger.

Further information may be obtained from the carrier as to the limits applicable to your journey. If your journey involves carriage by different carriers, you should contact each carrier for information on the applicable limits of liability. Regardless of which Convention applies to your journey, you may benefit from a higher limit of liability for loss of, damage or delay to baggage by making at check-in a special declaration of the value of your baggage and paying any supplementary fee that may apply. Alternatively, if the value of your baggage exceeds the applicable limit of liability, you should fully insure it before you travel. Time limit for action: Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived. Baggage claims: Written notice to the carrier must be made within 7 days of the receipt of checked baggage in the case of damage, and, in the case of delay, within 21 days from the date on which it was placed at the disposal of the passenger.

## NOTICE of contract terms incorporated by reference.

1. Your contract of carriage with the carrier that provides you with carriage by air, whether international, domestic or a domestic portion of an international journey is subject to this notice; to any notice or receipt of the carrier; and to the carrier's individual terms and conditions (Conditions), related rules, regulations and policies (Regulations) and any applicable tariffs.
2. If your carriage is by more than one carrier, different Conditions, Regulations and any applicable tariffs may apply for each carrier.
3. The Conditions, Regulations and any applicable tariffs of each carrier are, by this notice, incorporated by reference into and made part of your contract of carriage.
4. The Conditions may include, but are not restricted to: Conditions and limits on the carrier's liability for the bodily injury or death of passengers.
  - Conditions and limits on the carrier's liability for the loss of, damage to or delay of goods and baggage, including fragile or perishable goods.
  - Rules for declaring a higher value for baggage and for paying any supplementary fee that may apply.
  - Application of the carrier's Conditions and limits of liability to the acts of the carrier's agents, servants and representatives, including any person providing either equipment or services to the carrier.
  - Claims restrictions, including time limits by which passengers must file claims or bring actions against the carrier.
  - Rules about reconfirmations or reservations; check in times; the use, duration and validity of air transportation services; and the carrier's right to refuse carriage.
  - Rights of the carrier and limits on the carrier's liability for delay or failure to perform a service, including schedule changes, substitution of alternative carriers or aircraft and re-routing, and, when required by applicable law, the obligation of the carrier to notify passengers of the identity of the operating carrier or substituted aircraft.
  - Rights of the carrier to refuse carriage to passengers who fail to comply with applicable laws or who fail to present all necessary travel documents.

You can obtain more information about your contract of carriage, and find out how to request a copy, at places where transportation on the carrier is sold. Many carriers also have this information on their websites. When required by applicable law, you have the right to inspect the full text of your contract of carriage at the carrier's airport and sales offices, and upon request, to receive a copy by mail or other delivery service from each carrier free of charge.

If a carrier sells air transportation services or checks baggage specifying carriage with another carrier, it does so only as agent for the other carrier.

6.

## GOVERNMENTS MAY REQUIRE YOUR CARRIER TO PROVIDE INFORMATION ON OR PERMIT ACCESS TO PASSENGER DATA.

### OVERBOOKING NOTICE:

Airline flights may be overbooked, and there is a slight chance that a seat will not be available on a flight for which a person has a confirmed reservation. If the flight is overbooked, no one will be denied a seat until airline personnel first ask for volunteers willing to give up their reservation in exchange for a payment of the airline's choosing. If there are not enough volunteers, the airline persons in accordance with its particular boarding priority. With few exceptions, persons denied boarding involuntarily are complete rules for the payment of compensation and boarding priorities are available at airport ticket counters and boarding.

### Dangerous Goods (Hazardous Materials):

For Safety Reasons, reasons, dangerous goods must not be packed in checked or cabin (unchecked) baggage except as specifically permitted. Dangerous goods include but are not limited to: compressed gases, corrosives, explosives, flammable liquids and solids, radioactive materials, oxidizing materials, poisons, infectious substances, and briefcases with installed alarm devices. For security reasons, other restrictions may apply. Check with your carrier.

### Cabin insecticide treatment for in-bound foreign flights

Some countries require aircraft cabin insecticide treatment for in-bound foreign flights. For a list of countries requiring aircraft cabin insecticide treatment visit the Canada Department of Transportation website at <https://www.tc.gc.ca/eng/civilaviation/standards/commerce-ohs-disinsection-menu-375.htm>

**DO NOT ENDANGER YOUR SAFETY OR YOUR FELLOW PASSENGERS.  
CONTACT YOUR CARRIER FOR MORE INFORMATION.**

Translations and other useful travel information are available on the IATA.

Website [www.iatatravelcentre.com/tickets](http://www.iatatravelcentre.com/tickets).