

## Hibiscus Tours International Ltd.

**What's Included:** Fully hosted round trip cruise including all taxes, port charges and fees. All meals on board the ship, and any Celebrity Perks at time of booking.

**What's Not Included:** All airfares, airport/hotel transfers; hotel nights pre and post cruise; any expenses not specified in the itinerary, such as telephone calls, laundry, personal items and sundries, individual purchases, trip cancellation/health insurance.

**Accommodations:** Although hotels are not included in the price of the package, we strongly suggest that guests arrive a minimum of one (1) day prior to cruise departure in case of flight delays/cancellations. Hibiscus International is a full service licensed travel agency and can book flights and hotels; based on availability and prevailing rates at the time of booking.

**Cruise:** A description of staterooms and features of the ship can be found on the cruise supplier's website. Staterooms are booked with either beds together (Queen size) or beds apart (2 Twins). All terms and conditions of cruise liability can also be found on the cruise supplier's website. Should for example, there be a breakdown of equipment and / or an itinerary needs to change, or for any other reason something is restricted, changed or terminated, Hibiscus International cannot be held responsible.

**Prices:** Prices are current at time of printing and based on negotiated group rates with the cruise line supplier. Rates are subject to change without notice. Prices are in U.S. dollars and are per person, based on double occupancy. Single Supplement rates are available upon request.

**Price increases:** Prices are subject to change at any time due to exchange rates or other factors, and are not guaranteed. Celebrity Cruises reserves the right to impose fuel surcharges up to a maximum of \$140 per person. Should the cost of your trip increase by over 7%, you have the right to cancel your trip and obtain a full refund. A single supplement is charged to a client requesting a private room throughout the cruise.

**Reservations/Deposit:** To reserve space we require a deposit of \$500 USD per stateroom and \$250 per person for the Hibiscus Real Estate Program. The balance of the payment is due 120 days prior to departure; at 90 days prior 100% of the Hibiscus real estate program portion of the payment is non-refundable

**Payments:** Should we not receive balance of payment 90 days prior to departure your cruise space is automatically cancelled, and your non-refundable portion is forfeited as follows:

89 – 57 Days	\$250
56 – 29 Days	50%
28 – 15 Days	75%
14 days or less	100%

We accept VISA, MasterCard, American Express and personal cheques. Hibiscus International reserves the right to decline a client, and the right to terminate a client's participation if deemed necessary.

**Client Cancellation:** In addition there is a \$100 USD per booking cancellation administration fee once client has given written notice. Cancellation penalties apply as per non-refundable payments made. See payments section.

**Hibiscus International Cancellation:** We reserve the right to cancel any cruise at any time for any reason, such as we deem the safety of our guests is in question, or for any other reason. If this happens, whenever possible we will attempt to notify you at least 90 days before departure. In the event of an Act of God, act of war, act of terrorism or comparable situation occurring 60 days or less prior to commencement of services, Hibiscus International cannot be held financially liable. Refund (if any) will be assessed within 30 days of cancellation. It is recommended that all clients purchase trip cancellation/trip interruption and out of country medical insurance at time of booking to protect from unforeseen circumstances. We do not recommend non-refundable, advance-purchase air tickets, or hotel reservations as we cannot assume responsibility for any loss incurred on account of such bookings.

## THINGS YOU NEED TO KNOW

**Health:** By making a payment towards a cruise, you certify that you do not have any physical condition or disability that would create a hazard for you or other clients, and that you understand that the health care standards of the visiting country may be different. The cruise ship has accessible rooms based on availability.

**Customs and Immigration:** Should any country refuse entry of a Hibiscus International client, for any reason, Hibiscus International is not responsible and no refund is applicable.

**Travel Documentation:** It is the client's responsibility to obtain, at their own expense, all documentation and vaccinations required by all relevant government authorities.

**Standards:** Living standards and practices outside of Canada and the USA may be different. Examples of these are: sanitary conditions, hospital availability, health and medical care, local accommodations, transportation, electricity, food preparation and water quality. Hibiscus International shall not be responsible for any claims, costs, damages, expenses, injuries or losses resulting from these differences.

**Hibiscus International Roles and Responsibilities:** Hibiscus International is an affiliate of Nexion Canada ULC, a registered travel agency with the Travel Industry Council of Ontario. Hibiscus International is not a hotelkeeper, sightseeing tour operator or transportation operator. All these services are provided by independent companies, herein known as *service providers*, over which we have no control. Hibiscus Internationals' obligation towards the traveller is to make a reservation with the service provider and issue the payment for the service when due, prior to the traveller's arrival. Since we have no control over the service provider we cannot assume responsibility for any errors, acts or omissions by the service providers, their employees nor any other person over which Hibiscus International has no direct or immediate control.

**Limitation of Liability & Release:** Hibiscus International will not be responsible for any physical or mental injury or loss (including property stolen, lost or damaged) arising in connection with a client's participation in a Hibiscus International cruise, however caused, even if caused by the negligence of Hibiscus International, our employees, agents or independent contractors, unless caused by the reckless, wilful or fraudulence of Hibiscus International staff. Although Hibiscus International makes every effort to ensure the agents we have chosen are responsible agents, we are unable, and do not have, control over them, and therefore cannot be responsible for their acts or omissions. The client agrees not to bring or maintain any legal action against Hibiscus International, our employees or agents or independent contractors in respect of any such injury, loss or damage and release them from any such liability and any liability in respect of claims made against the client as a result of the client's actions on a cruise. The client acknowledges and agrees that Hibiscus International, its directors, officers, shareholders, employees, agents, successors, assigns and independent contractors, shall not be liable or responsible for any claims, costs, damages, expenses, injuries or losses resulting from any Act of God, any act of war or terrorism, or any other unforeseen incident or circumstances. The contract and the relationship between the client and Hibiscus International will be governed exclusively by Ontario law and will be binding upon the client's successors and legal personal representatives. Any dispute relating to the agreement or relationship between Hibiscus International and the client or the tour will be resolved exclusively in the courts of the Province of Ontario.

Hibiscus Tours International, an affiliate of Nexion Canada ULC is registered under the Travel Industry Act of Ontario (TICO) # 1549342

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