



## TERMS AND CONDITIONS

### **Travel Information**

Before your trip, it is your responsibility to check all entry requirements, as well as the required identification and date of validity. You must be in possession of all required supporting documents. Information regarding prices, flights and other information posted on the website are subject to change without notice. Travel products and services described on this website are subject to availability.

### **Baggage Policy**

The baggage policies differ depending on the airline. You are responsible to check the baggage policy before departure. It is important to note that we try to give you the information on baggage policies and fees but accuracy is not guaranteed. The baggage allowance and restrictions will apply depending on the airline and are subject to change at any time.

### **Schedule change**

Schedule changes or flight cancellations may occur due to a variety of reasons such as bad weather, mechanical or crew problems, civil unrest / political. We try to alert all of our customers by phone or email of any changes, in some cases the airline does not provide notice. It is for this reason that Sindbad Voyages recommends all clients to call the airline or check the status of their flight 24 hours before the scheduled departure time. If you learn that your flight was cancelled please call us at 18553970879. We will then deal directly with the airline on your behalf to determine the available options. If you find yourself at the airport when you learn of such a change, or if you are in transit between flights, we recommend that you deal directly with the airline staff. Please note that in some cases your options may be limited.

### **Price**

All prices on the website are subject to change without notice until ticketed. In some cases, a rate may change after a booking has been made. In this case, we will contact you to inform you of the rate increase before going further.

The rate applied to the ticket issue date is only valid for a ticket used in full and in the sequential order of the Flight Coupons for the trip and the dates indicated. Improper use may result in cancellation of the trip.

The price is shown in Canadian currency CAD.

## **Cancellations / Changes**

If you need to change or cancel your travel plans, it is your responsibility to notify us in writing of such a request. The tickets we issue are discount tickets, which have restrictions on them and may be up to 100% non refundable and non-changeable. Therefore, you should assume that all reservations are non-refundable when you make the reservation. We charge a service fee for any changes or cancellations. In addition to our expenses, most airlines also have a penalty or cancellation fee for any change or cancellations.

Customers who do not show up or "no show" for their flight will lose all of the fare paid. Please also note that all reservations are nontransferable.

In case you want to cancel a booking please be assured that we will do everything in our power to help.

Remember that name changes are not possible. If you need to adjust the spelling, you need to cancel your original reservation (if allowed) and rebook a new flight with the exact spelling and paying all fees and penalties applicable. It is your responsibility to check the spelling of all passengers before submitting your booking.

## **Confirmation of your booking**

After your purchase, you will receive an email "Booking status from Voyages Sindbad", you will find on your booking a confirmation number prior to the issuance of your ticket. The reservation process is complete and the rate is subject to change until ticketed. After issuing the ticket, you will receive your electronic ticket.

## **Credit card**

You authorize the ticket issuer to charge your credit card number, the amount is presented as Grand total. Sindbad Voyages reserves the right to refuse payment by way of a third party. In the processing of your booking, if your credit card is refused, we will make every effort to notify you via email or telephone within one business day. The reservation will not be processed if your credit card has been declined. The price for all other bookings are not guaranteed until ticketed.

## **Online booking, misprints and availability of products**

In case more than one set of conditions applies in the same trip, the most restrictive conditions apply to the entire journey. Sindbad Voyages strives to deliver the goods reserved to the indicated price, however printing errors may occur. Consequently, Sindbad Voyages reserves the right to change the prices, fees, and charges for goods and services available on its website at any time without notice. Sindbad Voyages reserves the right at any time to reject, modify, cancel or terminate any order without notice.