

Terms & Conditions

Thank you for choosing Brewster Travel Canada. To ensure that you understand the conditions of your booking, please read the following terms & conditions completely. Should you have any additional questions, please call us at 1-866-606-6700.

Brewster Lodging

Check-In/Check-Out: Times as follows:
Check-In: 4:00pm / Check-Out: 11:00am.

Parking: Complimentary parking is available on a first-come/first-serve basis. Underground parking is available at Elk+Avenue for vehicles under 6'1. Our front desk agents will advise of available parking and alternative options upon check-in.

Guarantee Policy: Your booking has been guaranteed to the credit card provided. No charges were placed on this card at the time of booking. **A valid credit card is required at check-in.**

Taxes: Please note that the rates are subject to 5% Good and Services Tax, 4% Tourism Marketing Levy and 2% Tourism Improvement fee. Subject to change.

Quiet-Time Policy: For the comfort and enjoyment of all of our guests, quiet-time will be strictly enforced between 11:00pm to 7:00am.

Environmental Programs: Elk+Avenue Hotel and Mount Royal Hotel participate in EcoStay. Each night you stay with us, a contribution will be made to EcoStay Motherland Forest on your behalf. This is a local reforestation project providing a unique parkland of carbon sequestration, wildlife habitat, education and cultural heritage.

Pet Policy: Elk+Avenue Hotel is a pet-free property. Mount Royal hotel is a pet-friendly property. Please advise our reservations team in advance to ensure we have you allocated to one of our pet-friendly rooms. An additional charge of \$25 per day will apply.

Smoking Policy: Please note the hotels are non-smoking properties.

Modifying Your Reservation: A change in length or dates of your reservation may result in a rate change or additional fees.

Cancellation Policy: To cancel your reservation please notify us 48 hours prior to your arrival to avoid a cancellation charges being applied to your credit card. Cancellation penalties within 48 hours will result in a charge for one night room and taxes. Failure to show for your reservation will result in 100% cancellation charge applied. Exceptions may apply.

Brewster Banff Airport Express and Sightseeing Tours

Cancellation Policy: Changes or fully refundable cancellations can be made up to 90 minutes prior to the start of the tour. Please always call to confirm your trip the day before departure.

Seating: Seating is based on a first-come, first-serve basis. If you have a request based on special needs, please speak with your driver when you board the motor coach and we will do our best to accommodate your request.

Pet Policy: To maintain the comfort of all of our guests aboard, pets are not allowed.

Baggage Policy: Brewster guarantees the shipment of 2 pieces of luggage per guest. If there are more, we will move them as space allows. However, if there is no space, other arrangements may have to be made. Baggage liability is limited to \$100 for loss or damage per passenger. We do not recommend leaving any high value items in luggage stored beneath the coaches in the luggage bins. Sports equipment is subject to available luggage space and it must be transported in their proper protective bags. Brewster Travel Canada will not be responsible for any damaged equipment or luggage.

Child Policy: Children aged 8 and older may travel on our motor coach unaccompanied, provided that an "Unaccompanied Minor Agreement" has been completed and submitted to Brewster Travel Canada prior to travel. Any child under the age of 8 must be accompanied by someone 15 years of age or older.

Attractions

Cancellations: Changes can be made up to 90 minutes prior to the start of the tour. Purchased tickets are non-refundable

Validity Tickets are valid only for one admission
Explorer packages are valid for the 2017 season only.

Tickets are not for resale.
Tickets can be reissued only if a proof of purchase is presented.
All attractions require a tour time. To book a tour time for each of the attractions purchased please visit www.brewster.ca, call 1-866-606-6700 or visit an Explore Rockies Activity Centre.

Operating Dates and tour times may be subject to change without notice pending weather and conditions.
Tour times are subject to availability with the peak operating periods being between 11am and 4pm daily

Arrival Procedures

The arrival procedures are as follows:

Banff Gondola: Plan on arriving 10 minutes prior to your tour time. You will be able to join the boarding line at your tour time.

Banff Lake Cruise: Plan on arriving 30 minutes prior to your departure time. The tour departure line is located by the boat house. Please ensure you are in line 10 minutes before your departure.

Glacier Adventure and Skywalk: Plan on arriving 20 minutes prior to your departure time. The Tour departure line is located on the main floor of the Icefield center adjacent to the main ticket desk. Please ensure you are in line 10 minutes prior to your departure.

Maligne Lake Cruise: Plan on arriving 30 minutes prior to your departure time. The tour departure line is located by the boat dock. Please ensure you are in line 10 minutes prior to your departure.

If you miss your tour time, please check in at the Attractions desk to be re-booked for the next available tour time. Please note during peak periods tour availability may be limited.

Third Party Activities

Change and cancellation policies may vary, please contact us for full details.

Rates

All prices are displayed in the currency outlined on the Confirmation. All prices are subject to change without notice and are subject to international exchange rate fluctuations.

Credit Cards

Brewster accepts VISA, MasterCard and AMEX. Verbal authorization of the use of your credit card indicates your approval with our booking terms & conditions and confirms your reservation Brewster Travel Canada is not responsible for foreign transactions or bank fees incurred.

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Children's Rates

Infants (children less than 5 years old) travelling with an adult and not occupying a seat may travel free of charge. For children 6 - 15 years, we provide reduced rates that are indicated with each booking. If you require a separate seat for your infant 5 and under, you must pay the regular child rate.

Company Policy Liability

Brewster Inc. ("Brewster"), which may also be doing business as Brewster Central Reservations, Explore Rockies, and Brewster Group and Event Management or other related affiliates, has made arrangements for the tour, hotel or services found on the website and within marketing collateral. The carriers providing transportation services (other than Brewster), hotels and other suppliers providing tour services are independent contractors and are not the agents, employees, or servants of, all joint ventures with Brewster or its affiliates. All certificates and other travel documents for tour services issued by Brewster are subject to the terms and conditions specified by the supplier and to the laws of the countries in which the services are supplied. By agreeing to utilize the services of Brewster, the tour participant agrees that neither Brewster or its affiliates, nor its or their employees or agents, shall be liable for any delay, inconvenience, loss of enjoyment, disappointment, distress or frustration, whether physical or mental, resulting from the act of omission of Brewster or its affiliates, or its or their employees or agents. Further, the tour participant or guest agrees that neither Brewster nor its affiliates, nor its or their employees, or agents shall be liable for any damage, loss, claim, cost or expense arising out of personal injury, accident or death, loss, damage or delay of baggage or other property, resulting from: (1) the act or omission on the part of any person other than Brewster or its employees (2) acts of God, sickness, theft, labor disputes, mechanical breakdowns, government actions, weather, or any other cause beyond Brewster's direct control. These terms and conditions shall be governed by and construed in accordance with the laws of the Province of Alberta and the federal laws of Canada therein. No person, other than a representative of Brewster authorized by a document in writing may vary, add or waive any term or condition in this document, including any term or condition set forth in the preceding provision. Written notice of

any claim against Brewster must be received no later than fourteen day after the date that services were provided to a tour participant. All terms and conditions and schedules and rates are subject to change without notice.

Privacy Policy

This Privacy Policy covers the collection of information from residents of Canada and the United States. If you are visiting from outside the United States, please be aware that your information may be transferred to, stored, and processed in the United States where our servers are located and our central database is operated. U.S. data protection and other laws may not be as comprehensive as those in your country. Please be assured that we take steps to ensure that your privacy is protected. A full copy of the Brewster Privacy Statement can be viewed online at <http://www.brewster.ca/privacy-policy/>

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