



Contract Type: Standard

ORGANIZER INFORMATION:

Date: 19JUN17

Attention: KEI OH

Agency: HANATOUR

IATA: 396143255

E-Mail: HANATOUR55@HOTMAIL.COM

GROUP INFORMATION:

GROUP NAME: HANA MOROCCO

DESTINATION: CASA BLANCA, MOROCCO

TRAVEL DATES: 18APR18 to 26APR18

GROUP SIZE (Number of seats): 27

TOUR CODE: GRFM17

MASTER PNR: ML3VBM

OTHER PNRS:

IMPORTANT DEADLINES:

1. 24JUN17 - SIGNED CONTRACT AND \$100 NON-REF BOOKING FEE APPLICABILITY DATE.
2. 18JAN18 - YOU ARE RESPONSIBLE FOR A NON-REFUNDABLE DEPOSIT \$50 PER SEAT
3. 18MAR18 - FINAL REDUCTION DATE FOR YOUR ALLOWED ATTRITION RATE OF 20%
4. 19MAR18 - FULL PAYMENT DUE DATE
5. 04APR18 - ALL NAMES AND TICKETING DUE

CANCELLATIONS WILL ONLY BE ACCEPTED VIA EMAIL. IF SPACE IS NOT CANCELLED BY THE AGENCIES, THEY WILL BE RESPONSIBLE FOR FEES AND RELATED AMOUNTS OUTLINED ABOVE

MISCELLANEOUS:

TOUR CONDUCTOR: 1 FOR EVERY 20 FARE-PAYING PASSENGER

AGENCY ACCEPTANCE

By signing below, the agency agrees to the terms and conditions set out herein, shall assume full responsibility to comply with such terms and conditions, and shall exercise good faith in doing so. The agency agrees to and assumes full responsibility to fully inform each group passenger of the terms and conditions set out herein.

NAME: _____ **TITLE:** _____

SIGNATURE: _____ **DATE:** _____



GROUP CONTRACT

GROUP SIZE:

The minimum group size is ten (10) passengers or more traveling together to their destination the same date and on the last outbound flights of their itinerary. Should the group numbers fall below ten (10), this contract will be null and void. Entire deposit and booking fee are non-refundable. For all remaining seats, immediate ticketing will be required at the applicable non-discounted published fare on the date of cancellation.

PRICING:

The base fare and international carrier surcharge included as part of the air transportation charges (excluding any taxes, fees and charges) quoted at time of original booking date within the signed contract are guaranteed. Air Canada does not guarantee any departure fees, customs and/or immigration fees, airport surcharges, taxes and/or other third party surcharges prior to full payment. These are subject to change, and are the responsibility of the ticket purchaser. In addition, any airport improvement fees, departure facilitation charges or other taxes, which are not part of the ticket are the responsibility of the passenger, and will be assessed at time of full payment. Downgrades are not permitted. Unless the same booking class and fare is available, additional passengers will be quoted at the next highest fare.

PAYMENTS:

Booking Fee

A signed copy of this agreement is required in order to secure the group booking and the quote and must be returned to Air Canada within two (2) business days or the booking(s) will be cancelled. By returning a signed copy of this agreement you are agreeing to become responsible for a \$100 booking fee. This booking fee is non-refundable but will be reduced from the full payment. While the booking fee will not be collected at this time, any changes, cancellations or failure to finalize Full payment will result in a debit memo for the booking fee amount. Refer to the first page of this contract for the Booking Fee applicability date and deadline.

Deposit

60 days prior to the departure date, (90 days prior for Groups originating in the U.S. and flying via the Atlantic) the group automatically becomes responsible for a deposit of \$50 per seat. This amount is non-refundable. While this amount will not be collected at this time, any changes, cancellations, reductions or failure to finalize Full payment will result in a debit memo for the Deposit amount. Refer to the first page of this contract for Deposit responsibility date.

Full payment

Full payment is due thirty (30) days prior to the date of departure (forty-five (45) days for interline). For reservations made within thirty (30) days of departure (forty-five (45) days for interline), Full payment is due within three (3) business days of booking.

If the ticket numbers are not received by the Names and Ticketing deadline, the booking(s) will automatically be cancelled without notification and the Booking fee, any Deposit the agency is responsible for and any fare cancellation fees will be charged via debit memo. Refer to the first page of this contract for the Full payment, Names and Ticketing due dates.

Fare rules of the ticket (change/cancellation fees, etc) apply as of Full payment due date.

Should the number of required seats increase, those additional passengers will be subject to available airfares, taxes and surcharges at time of booking.

ATTRITION

Attrition is defined as the permitted number of seats that can be cancelled without penalty between the Deposit date and the Full payment. A penalty will apply for any seats exceeding the permitted attrition, and may not be used against balance of fare owed. All group conditions in this contract must be met at all times (i.e. group cannot fall below 10 seats). No reductions permitted within thirty-one (31) days of departure (forty-six (46) days for interline). Refer to the first page of this contract for the Attrition allowance.

DEVIATIONS:

Deviations (a passenger not following the exact itinerary of the main group) are permitted on any flight operated by Air Canada, up to seven (7) days pre or post the main group return date. For Registered Sports Organizations: Deviations are permitted on outbound dates/flights

The following parameters need to be met:

- Maximum Deviations permitted are 25%
- Deviations are *not permitted* to outbound dates/flights.
- Deviations are *not permitted* on one-way bookings.
- Deviations are *not permitted* on itineraries which include interline/other airline segments.
- Deviations may result in higher fares.
- Must be booked and priced prior to the Full payment date.

FEED-IN:

Feed-in (a passenger who is travelling with the main group on the same flights, on the same dates, but needs to take another flight in order to meet at the main group's Air Canada point of origin) must be booked and priced prior to the Full payment date.

ITINERARY CHANGES:

PRIOR TO FINAL PAYMENT DATE: No changes to OUTBOUND date or flight(s) are permitted.

Changes to INBOUND (RETURN) flight(s) and/or date(s) are permitted only for a fare of equal or higher value than already booked. Deviation conditions must be followed.

AFTER FINAL PAYMENT DATE: No itinerary changes are permitted until AFTER actual ticket issue; Fare rules apply.

NAMES / TICKETING:

Names and ticketing on Air Canada is required no later than fourteen (14) days prior to departure.

Ticketing on Air Canada (and interline with LH/LX/OS/SN/UA via trans-Atlantic only) is required no later than thirty (30) days prior to departure. Ticketing of itineraries with interline segments (except LH/LX/OS/SN/UA via trans-Atlantic), is required no later than forty-five (45) days prior to departure. Passengers' names must reflect the name as it appears in the passenger's required travel document. Once ticketed Tariff rules apply for changes.

All group tickets must be issued at the same time (Exception: Tour Conductor Ticket)

IT ("no fare") ticketing for all **International** tickets (Pacific, South America, Central America, Europe, Middle East, Africa, Asia, Caribbean, Mexico) **is allowed** on an Air Canada Group fare. The base net fare plus associated taxes/fee and surcharges must be reported to Air Canada. Acceptable forms of payment are cash (preferred) or credit card. If credit card the total fare and commission markup may not exceed 25% of the base fare. Markups above 25% of the base fare, will forfeit the overage and incur a minimum \$50 ticketing error fee.

If form of payment is cash no fare markups or commission can be entered in the commission box, if they are they will be forfeited and incur a minimum \$50 ticketing error fee.

Group tickets for travel wholly within Canada (**Domestic**) and for travel between Canada/USA (**Transborder**) are **excluded** from IT ("no fare") ticketing and must indicate the guaranteed fare in the "fare" box.

Increasing the fare amount in the "fare" box to claim commission is not permitted and will result in a debit memo.

For group reconciliation purposes, credit is given only for those seats booked by Air Canada Groups for the group's flights and dates.

TICKETING TOUR CODE:

The Group Contract Number must be entered in the Tour Code Box of each ticket. Non-compliance will result in a \$50 service fee per ticket.

NAME CHANGES:

Once ticketed and prior to departure, name changes are permitted and subject to the following service fees:

- Air Canada Online North America – subject to a \$50 service fee per change, per passenger
- Air Canada Online International – subject to a \$100 service fee per change, per passenger.
- Name changes are not permitted on itineraries that include interline segments.

TOUR CONDUCTORS:

Complimentary tour conductor tickets in Economy class are provided for a certain number of fare paying passengers provided travel is on Air Canada or via an Atlantic route in connection with LH/LX/OS/SN/UA. Refer to the first page of this contract for the ticket ratio. Itineraries including other airline flights are not eligible for a tour conductor ticket. The following conditions apply:

- Tour conductor tickets are offered on the lowest booked inventory and must travel as part of the group.
- Tour conductor ratios are assessed at time of full payment to account for any fluctuations in group size.
- After final payment, if additional seats are booked, tour conductor ratios will not be re-assessed.
- Tour Conductor is not eligible for Frequent Flyer point accumulation or use of Upgrade Certificates.
- The Group is responsible for all taxes and fees applicable to the Tour Conductor Ticket(s).
- Certain booking classes may not be permitted.

SEATING:

Generic advance seating is completed at time of booking by Air Canada. Ensure to submit passenger name list in the order in which seat selection is preferred as specific seat selection is not permitted.

SPECIAL SERVICES:

Special service requirements must be provided to Air Canada Groups no later than seven (7) days prior to departure

BAGGAGE POLICY:

Refer to www.aircanada.com, for baggage policy information as excess charges, aircraft limitations and other restrictions may apply. For non-standard equipment, submit an Equipment List form at least 30 days prior to departure at <http://www.aircanada.com/equipment/en>.

Baggage policy at time of travel applies.

For Registered Sports Organizations: The oversize/overweight fee will be waived (up to maximum 100lbs) for hockey, ringette or football equipment bags primarily used to transport player equipment. The oversize fee will be waived for fishing rods, golf clubs and skis/snowboards.

CONFIDENTIALITY:

All terms and conditions of this contract shall be kept strictly confidential and shall not be disclosed to third parties without the prior written consent of Air Canada. Such obligation of confidentiality shall survive the termination or expiry of this Agreement.

ADDITIONAL INFORMATION:

Air Canada will not be held liable for delays or cancellations caused by strikes, labor disputes, government actions, weather or any cause beyond Air Canada's control. Air Canada reserves the right to change equipment or schedules. The passenger/agency hereby releases and waives any claims against Air Canada regarding cancellation or schedule changes. In the event of a schedule change, groups under Deposit will be protected as per the Air Canada conditions of carriage and Tariffs as outlined at www.aircanada.com. If not under group Deposit, fares will be re-assessed based on the new itinerary.

All currencies quoted in this contract are in Canadian dollars for contracts issues for Canadian customers and agencies and in US dollars for contracts issued for U.S. customers and agencies.

Except as provided herein, transportation under the present contract is subject to Air Canada's applicable conditions of carriage, tariff rules and international conventions.