



Important Note: For bookings made from 6 April 2020, you should take into account the risk of COVID-19 and related government measures. If you don't book a flexible rate you may not be entitled to a refund. We advise you to closely follow any government and health organisation travel advice. We recommend booking with a flexible rate with free cancellation in case you need to change your travel plans.

Arriving into Canada: Starting 7th January all air passengers five years of age or older, including Canadians, will be required to show a negative Covid-19 PCR (molecular polymerase chain reaction) test result taken within 72 hours prior to boarding their scheduled departure to Canada.

- Details of test providers in each local destination can be found under the 'Health' tab on the Canadian Government's travel advisory web page for that destination.
- The names on the test results must match the names in the traveller's passport/s.
- It is mandatory to download the ArriveCAN app and submit traveller details, including the COVID-19 symptom self-assessment, prior to check-in.
- The full 14-day quarantine on arrival is still in effect (even with a negative test).

Terms & Conditions

Fares: All airfares including taxes and service fees are non-refundable or at minimum carry a non refundable portion. All prices are in Canadian dollars unless otherwise stated. Any increased change in pricing quoted at time of booking to time of issuance of travel documents that is more than 7% of the booking quoted price except any increase resulting from an increase in Retail Sales Tax or Federal Goods & Services Tax, shall entitle the customer to cancel the booking and obtain a full refund. Any price increases occurring after issuance of travel documents are our responsibility, except for increases in Retail Sales Tax or Federal Goods & Services Tax. No price increases are permitted once payment has been made in full and travel documents have been issued.

Credit Card: You agree to authorize the ticket issuer to charge your credit card number the amount that is shown as the Grand Total. Gala Travels reserves the right to decline payment by way of 3rd party credit cards and/or international credit cards. At the time of processing your transaction if your credit card declines, we will make all efforts to notify you by way of an email message within 1 business day. The transaction will not be processed if your credit card has declined. The FARE and any other booking details are NOT GUARANTEED until time of issuance. In order to protect our valued clients from costly cancellation penalties & fraudulent credit usage, we request credit card holders paying for a third party to fill out the credit card authorization form available at <http://galatravels.com/creditCardAuthorization.pdf>.

Confirmation: Your booking will provide you with a confirmation number before a ticket has been issued. The booking process is not complete until you have received a ticket number. Due to the dynamics of instant purchase tickets, it is possible that the price of any product purchased may change from the time of booking until the period of ticketing. In the event of a price discrepancy, one of our specialists will be in direct contact with you.

Baggage Allowance and Restrictions: Baggage fees are not included in the cost of your trip. Baggage Allowance and Restrictions will apply to all airlines and are subject to change at any time. We recommend that you check with the airline you are traveling with to verify the specific baggage restrictions or ask one of our agents to find it for you. You may visit the individual airline's website for most up to date baggage information. Recently, luggage weight limitations have been further reduced and some airlines will charge fees for checked Baggage even when operating on a code share agreement. Air Canada 4 digit flight numbers going to/via USA or International destinations are code share flights & will be subject to the operating carrier's baggage allowance and fees. Please check with the operating carrier for their Baggage guidelines. You will be charged additional fees each time you go over the size and/or weight allowances. Please note that fees for Baggage are paid for directly to the airline and can change at any time. Baggage fees are per person, per direction unless otherwise stated.

Flight Reconfirmation & Seat Requests: Outbound and return flights must be reconfirmed with the relevant airlines at least 72 hours prior to the commencement of that leg of the journey unless specifically informed otherwise by that airline. We accept no responsibility for bookings cancelled due to non-compliance with rules set by that particular airline. We also take no responsibility for any flight rescheduling en route. Please note most carriers charge a per sector fee for pre-departure seat selection which differs from airline to airline. For more information on seat selection and associated charges for your particular reservation, please visit the 'Manage Your Booking' section on your airline's website or alternatively contact your booking agent. Although we can make a request for your preferred seat/s we cannot guarantee the request will be honored by the airline

Passports/Visas/Health Requirements: Prior to booking your trip, you should ensure that you meet the passport, visa, affidavit, health and other requirements of the countries you wish to visit and those that you transit (even if it is for a plane change). This includes, but is not limited to, final destination visas, US transit visas & Schengen visas for non-Canadian passport holders, if transiting through the US and/or two European cities to your final destination. Canadian Citizens are required to present a current valid Canadian passport for entry or transit through most countries; otherwise, entry or transit may be denied. Please note children holding a Canadian passport and are aged between 12 and 16 years can either sign their passports or leave them blank without a signature. A signature in the passport is not required at all for children under the age of 12 years. Under no circumstances should a parent or guardian sign their child's passport. This would render the passport invalid and boarding may be denied. We remind you that living standards and practices at your travel destination and the conditions there with respect to the provision of utilities, services and accommodation may differ from those found in Canada. Please consult the Country Travel Reports and Tourist Visa Requirements Page found on the website of Canada Foreign Affairs and International Trade Canada at <http://www.voyage.gc.ca/index-eng.asp> for all entry/exit requirements, travel tips and local health information. For Non-Residents of Canada or other nationalities please visit <http://visacentral.com/> for additional information on individual entry/exit requirements. If you are not able to reference these sites please contact our call centre and we will be happy to respond to any questions you may have regarding individual travel documents and preparation. Please note your passport be valid for a period of (a minimum) six months from the date of your anticipated return. We accept no responsibility if you should be denied boarding or deported for any reason including your age. You, the customer must be eighteen years of age. If you are purchasing travel services for a customer that is not the age of majority in the applicable jurisdiction you must contact our call centre to arrange the purchase.

Special Note Regarding COVID-19: In the event that the air operator observes that the air traveller has COVID-19 symptoms or that their response to any of the questions on the health check indicates a need to deny boarding (including refusal to answer the questions), the air operator will be required to refuse to board the person for travel for a period of 14 days or until a medical certificate is presented that confirms that the symptoms that the person is exhibiting are not related to the COVID-19 virus. The air operator is also required to deny boarding if the air traveller does not have a removable mask or face covering in their possession or if they refuse to comply with an instruction given by a crew member or gate agent with respect to wearing a face mask.

Gala Travels will not be responsible for any re-issue penalties or charges applied due to denied boarding. For more information on International COVID-19 Travel Entry Regulations please visit <https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm>

Travelling to the UK via Air Transat (TS), Thomas Cook (TCX) and MY Travel Airways (MYT).

Please note that the following restrictions have been put in place as of April 27, 2020 in regards to children travelling alone into Europe:

For Air Transat Flights - Children will be accepted between the ages of 5 and 11 years of age

For Thomas Cook Flights - Children will be accepted only above the age of 16

Entry Requirements For United States: The department of Homeland Security of the United States of America has introduced new laws effective January 23, 2007 governing the entry requirements to the United States by air. These new laws include mandatory passports for all travelers including Canadian and American citizens. Please ensure that your passport is valid for at least 6 months past your desired return date to ensure that there are not any delays in regards to US Immigration. Please take the time to review the website link for the Department of Homeland Security at:

<http://www.dhs.gov/xtrvlsec/crossingborders/whitbasics.shtm> For additional information on Canada – U.S. border regulations, please refer to the Canada Border Services Agency website at <http://www.cbsaasfc.gc.ca> If you have any questions about this, please do contact us and we will explain this further for you.

Entry Requirements For Non-Canadians entering Canada: The citizens of many countries require a visa to enter Canada, while the citizens of others do not. [Find out if you need a visa to enter Canada](#) before you leave your home country. Visas are issued by [Canadian government offices abroad](#). Not all of these offices have visa officers, but those that do not will direct you to the nearest [visa office](#). Canada has introduced a new entry requirement, known as an **Electronic Travel Authorization (eTA)**, for certain international travellers who fly to Canada. [Read about the changes](#) and how they may affect you.

Insurance: We strongly recommend travel insurance to cover you for cancellation, health, baggage and other losses including out-of-province health insurance, if applicable. For every sale, Gala Travels offers the option to purchase travel insurance to cover the customer against any unforeseen circumstances that may occur prior to, during or after your trip.

It is the customers' responsibility to read and familiarize themselves with the travel insurance policy to understand what their purchased travel insurance covers and under what conditions. If the customer wants to make an insurance claim it is their responsibility to either contact the applicable Insurance Company directly as soon as possible. Please contact us if you require more information regarding travel insurance.

Cancellation / 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 all reservations are non-refundable the moment you make the booking. We charge a service fee for any changes or cancellations to fares. In addition to our charges, most airlines also have a penalty or cancellation fee for any changes or cancellations to fares.

Customers who do not appear or 'no show' for their flight will forfeit the entire fare paid. If you arrive at the airport late or are denied boarding, you will forfeit the entire fare paid.

Frequent Flyer Programs: Most our Airfares allow accumulation of frequent flyer miles. You may enter your frequent flyer program at the time of booking or advise one of our agents to update the number in the booking. Your frequent flyer information is sent to the airline once your ticket is issued.

ONLINE FARE RESERVATIONS, MISPRINTS, AND PRODUCT AVAILABILITY

In the event that more than one set of conditions apply to the same trip then the most restrictive conditions of both sets apply to the entire journey.

While it is possible to make bookings electronically for some of the travel services, the act of reserving a product electronically does not imply a final confirmation or commitment by Gala Travels to actually deliver the product reserved at the prices indicated. Gala Travels, endeavors to provide current and accurate information on its website, however any misprints or errors may occur. Accordingly Gala Travels, reserves the right to change the prices, fees, charges regarding the goods and services available on its website at any time and from time to time without any notice or liability to the user or any other person. Also, Gala Travels, cannot guarantee that goods and services advertised on the website may be available when ordered or thereafter Gala Travels reserves the right at any time to reject, amend, cancel or terminate any order without prior notification.

A final confirmation is only given by Gala Travels once the company has issued the airline tickets, a final invoice and delivered travel documents for the product reserved. Terms and conditions of the confirmation and sale will vary depending on the product reserved and are generally set out in the company's website or other notices issued from time to time.