

Montreal & Quebec City Itinerary



PRELIMINARY ITINERARY

J N Burnett Secondary & R A McMath Secondary
Richmond School District #38
Tour ID: 24-78204/1, Montreal
May 18 to 24, 2024

Day One - Saturday May 18, 2024

- 6:30 AM **Flight between Vancouver and Montreal**
Board your flight
 - 2:30 PM Approximate time of arrival in your destination. Proceed to the baggage carousel to collect your luggage.
En route your Tour Director will get to know the students on a first name basis and lead discussions.
 - 3:00 PM **Motor Coach Transportation**
Meet your coach at the Airport.
 - 3:30 PM Board your motor coach and depart for Quebec City.
 - 6:00 PM **Orientation Walk of Upper Town**
Experience the city as it was in the days of New France. Your Brightspark Tour Director will take you through the upper half of the UNESCO World Heritage Site to see the Dufferin Terrace, Rue de Tresor "Artist Alley", and the iconic Château Frontenac.
 - 7:00 PM **Full Dinner**
Enjoy a delicious dinner at a local restaurant.
 - 8:30 PM **Check in to your Quebec City Tourist Class Hotel**
Approximate time of arrival at your accommodation.
- ### Day Two - Sunday May 19, 2024
- 8:30 AM **Full Breakfast**
Enjoy a delicious full breakfast at a local restaurant.
 - 9:30 AM Board your motor coach and depart for your next activity.
 - 10:00 AM **Orientation Walk of Lower Town**
Experience the city as it was in the days of New France. Your Tour Director will take you through the lower half of the UNESCO World Heritage Site to see the Place Royale, and Fresque du Petit-Champlain.
 - 11:30 AM **Guided Tour at Forts-et-Châteaux-Saint-Louis**
Revisit the past with your guide as the secrets of the forts and Châteaux Saint Louis are revealed. Students will discover an archaeological crypt with relics and artifacts to help retrace 200 years of history in North America.
 - 12:30 PM Lunch at your own cost in Old Quebec.

- 3:00 PM **Guided Tour at the Traditional Huron Site - Onhoua ChetekBe**
Journey into the heart of Huron traditions, where students will discover their ancient way of life on a guided tour of the reconstructed Huron Village. Visit a long house and learn about the transportation, food preparation and spirituality of the Huron-Wendat people.
- 5:00 PM Board your motor coach and return to your accommodations to refresh for this evening's activities.
- 6:00 PM **French Canadian Dinner at Erablere du Lac Beauport**
Enjoy a traditional sugar shack meal followed by lively folk music, dancing and maple taffy served on snow. You will also visit the maple sugar museum and the trapper camp where you will learn about the ancient and modern techniques of Quebec trappers.
- 7:30 PM **Evening Walk, Bonfire and Marshmallows**
Wander through a forest of over 10,000 maple trees in the Maple Sugar Bush, followed by an evening bonfire where students will relax and roast marshmallows.
- 8:30 PM Board your motor coach and transfer to your accommodations.

Day Three - Monday May 20, 2024

- 8:00 AM **Full Breakfast**
Enjoy a delicious full breakfast at a local restaurant.
- 9:15 AM **Quel beau pré!**
Explore the route to Nouvelle France and the people that inhabited the coast throughout history. As you drive along this historic coastline, your students will learn about a few of the important figures that once called this area home.
- 10:00 AM **Self Guided Visit Sainte-Anne-de-Beaupre Basilica**
Discover the Romanesque cathedral that began as a shrine to honour Saint Anne. Every year hundreds of thousands of tourists and pilgrims visit this impressive church where miracles are still believed to occur.



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- 11:30 AM **Ecological Walk through Canyon Sainte-Anne**
Discover the 1.2 billion year old walls and rocks along the trails of the Sainte Anne du Nord River. As you walk through the canyon, you will learn more about the history of the park, its geology and other natural phenomenon's as you work in teams to fill out a questionnaire.
- 1:00 PM Lunch at your own cost.
- 2:30 PM **One-way Cable Car Ride and Admission to Montmorency Falls Park**
Stop at one of the most spectacular natural wonders of the Beapre Coast. Experience the falls in style while you ride a cable car one-way from the bottom to the top of Montmorency Falls!
- 4:00 PM Board your motor coach and return to your accommodations to refresh for this evening's activities.
- 6:00 PM **Full Dinner**
Enjoy a delicious dinner at a local restaurant.
- 7:30 PM **Improv Game Show at the Improdôme**
Students enjoy an evening of improv games at the Improdôme theatre.

Day Four - Tuesday May 21, 2024

- 8:00 AM **Full Breakfast**
Enjoy a delicious full breakfast at a local restaurant.
- 9:00 AM **Hotel Check Out**
Check out of your accommodations and load your luggage onto the motor coach.
- 9:30 AM Board your motor coach and depart for Montreal.
- 11:30 AM **Explore Old Montreal**
Free time to shop and explore the cobblestone streets of Old Montreal.
Lunch at your own cost.
- 1:00 PM **Admission Only - Montreal Science Centre**
The Montreal Science Centre, a vast, interactive tourism, leisure and science complex allows visitors to discover the major scientific and technological secrets of our time. Located in Montreal's Old Port, the Centre is an interesting attraction for those who want to have fun while increasing their knowledge.

- 3:00 PM **Guided Tour of Pointe-a-Calliere Museum**
The archaeology museum of Montreal looks at the history of the region dating back thousands of years. Pointe-a-Calliere Museum allows for groups to walk around in the foundations of indigenous habitats and the film at the museum brings the history to life in a fun and exciting fashion.
- 6:00 PM **Dinner at Restaurant du Vieux Port - 2 Choice Menu**
- 7:00 PM **Old Montreal Orientation Walking Tour**
Your Tour Director will guide you through Old Montreal to learn about this historic district. Students will see Notre Dame Basilica, Place Jacques-Cartier and the oldest skyscraper in Canada, the New York Life Building.
- 8:00 PM Board your motor coach and transfer to your accommodations.
- 8:30 PM **Check in to your Montreal Tourist Class Hotel**
Approximate time of arrival at your accommodation.

Day Five - Wednesday May 22, 2024

- 8:00 AM **Enjoy breakfast at your hotel**
- 9:00 AM Board your motor coach and depart for your next activity.
- 9:30 AM **Mount Royal Lookout**
The group will head up to the top of Mount Royal to get a bird's eye view of the city. From the lookout, students will get a great panorama of the Saint Lawrence River and the Monteregian Hills - the perfect place for pictures!
- 11:00 AM **Self Guided Tour at Saint Joseph's Oratory**
The Basilica's huge dome is second only in height to Saint Peter's Basilica in Rome. The sheer size of it contrasts sharply with its frail founder, Brother André, the humble doorkeeper who had initiated its construction in 1904. Today, St. Joseph's Oratory is expanding in size to take in more visitors and help more people understand it's history.
- 12:00 PM Lunch at your own cost.



3280 Bloor St. W Ste. 901 | Toronto, ON M8X2X3 | 416 486 6440 | (800) 267 6425 | Fax: 416 486 7118
www.brightsparktravel.ca | TICO # 50025477 | CPBC# 54663

@brightsparkcanada

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2:00 PM Montreal Planetarium Visit
For over 45 years, the Montreal Planetarium has been sharing its passion for the sky and stars with its visitors, young and old. While at the newly opened Rio Tinto Alcan Planetarium, students will get a fresh experience of astronomy through complementary shows and exploration through the exhibition.

3:30 PM Self-Guided visit at the Biodome
The Biodome is located in a former velodrome used in the 1976 Olympics, and consists of four different ecological habitats with the plant and animal life found in each ecosystem.

5:00 PM Dinner at La Cage Aux Sports - Menu 1
Enjoy dinner in this restaurant containing exclusive collectible sports items such as Maurice "The Rocket" Richard's original jersey, Éric Lucas's boxing gloves, Olympic medalist Marc Gagnon's skates, and life-size pictures of athletes who have left their mark on their sports and giant murals.

6:30 PM Bowling/Laser tag Combo at Boulezey
Enjoy 3 hours of activities (bowling and laser tag) with music, video clips and cosmic lights. Includes shoe rental.

Day Six - Thursday May 23, 2024

8:00 AM Enjoy breakfast at your hotel

9:00 AM Board your motor coach and depart for your next activity.

9:30 AM Guided Bicycle Tour of Montreal - Tour 1
This route covers Jean Drapeau Park: Old Port - Habitat 67 - Cite du Havre Park - Formula One Race Track of Notre-Dame Island - Casino - St-Helene Island - Calder Statue. Tour includes: tour leader, bike, helmet, bottle of water and emergency shuttle service. NOTE: Chaperones must accompany students on the bike tour. NOTE: This tour is not an instructional course and is designed for students who already know how to bike.

12:00 PM Explore Rue Ste. Catherine
Opportunity to explore Rue Ste. Catherine, filled with cafes and shops.

3:00 PM L'Ecole de Cirque de Verdun - 2 hrs
Learn to fly the trapeze, juggle, jump on the trampoline, and take a general lesson on clowning around. You will find yourself enrolled in a school unlike any other you have experienced at Ecole de Cirque de Verdun!

6:00 PM Dirty Dogs Gourmet Dinner

7:30 PM Graffiti Workshop
Learn techniques from a local expert at Café Graffiti during your workshop. Students will learn the history of the art form, participate in a Q & A session, practice techniques with paint markers to create their own "signature" and then apply it to a baseball cap to take home with them as a souvenir!

Day Seven - Friday May 24, 2024

8:00 AM Enjoy breakfast at your hotel

9:00 AM Hotel Check Out
Check out of your accommodations and load your luggage onto the motor coach.

9:30 AM Board your motor coach and depart for the Airport.

12:00 PM Board your flight home.

Offset your flight emissions with Choose Earth to achieve carbon neutrality on your travel program. No matter where your tour takes you, rest assured that your climate impact is mitigated. Brightspark will match each contribution made because we believe working together is how we achieve a more sustainable tomorrow.

This is your preliminary itinerary. The order of activities on your actual tour may vary based on availability of attractions and restaurants at time of booking. In keeping with Brightspark's commitment to safety and security, all our itineraries are designed to comply with the Department of Transportation's rules and regulations for maximum hours of service for motor coach drivers.

REGISTRATION INFORMATION

J N Burnett Secondary & R A McMath Secondary
Richmond School District #38
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May 18 to 24, 2024

Dear Parent/Guardian or Student,

J N Burnett Secondary & R A McMath Secondary is offering students the opportunity to participate in an outstanding tour of Montreal from May 18 to 24, 2024. The tour has been prepared by Brightspark, a full service, TICO-registered tour operator specializing in student group travel.

Your tour includes the following:

- Round trip transportation by Motor Coach Transportation
- Round trip transportation by Flight between Vancouver and Montreal
- Round trip transportation by
- Accommodations at Quebec City Tourist Class Hotel: May 18 - May 21
- Accommodations at Montreal Tourist Class Hotel: May 21 - May 24
- 6 Breakfasts, 6 Dinners
- 1 Tour Leader
- All attractions and activities outlined in the attached Itinerary
- All Taxes and Gratuities
- Brightspark 24/7 emergency on-tour support team
- Brightspark Souvenir with emergency contact number for every passenger

Price of the tour is based on 40 paying passengers:

Student \$ 3,114 including Insurance Quad Occupancy (2 beds)

Prices are based on a projected number of paying participants. If our actual passenger count varies from our projected number, the price of the tour may change to reflect our actual numbers.

Please go to www.brightsparktravel.ca and enter the Tour Web Code (located in the upper right hand corner of this document) to get started. Registration online requires payment by credit card or direct deposit.

This is a fantastic opportunity to experience Montreal with your classmates, we hope that you will consider participating in this trip of a lifetime! If you have any questions about the tour, please feel free to call Brightspark at 1-800-267-6425 or visit www.brightsparktravel.ca

Sincerely,
J N Burnett Secondary & R A McMath Secondary and Brightspark

REGISTRATION IS EASY, PLEASE VISIT:

<https://portal.brightsparktravel.ca/>

Use the code below and register no later than:

September 29, 2023
Tour Web Code:

E6RUCCW

A non-refundable deposit of \$405 is required upon registration.

PROTECT YOUR PURCHASE WITH TRAVEL GUARD INSURANCE

Travel Guard Insurance has been included in your tour. Please refer to the attached insurance document for coverage of highlights and Brightspark's website for additional details. Your purchase is protected and so are you.

STUDENT PAYMENT SCHEDULE

Amount	Due Date
\$ 405	Sep 29, 2023
\$ 450	Oct 18, 2023
\$ 450	Nov 20, 2023
\$ 450	Dec 18, 2023
\$ 450	Jan 18, 2024
\$ 450	Feb 16, 2024
\$ 459	Mar 19, 2024

Total Student Price:

\$ 3,114 including Insurance



CONDITIONS AND EXCLUSIONS FORMING PART OF THE CONTRACT OF RESERVATION

Important Notice: By registering for this program, you are agreeing to participate in a full-service group educational travel experience. Because of the unique nature of group travel, many elements of your program and itinerary may be selected and/or scheduled at the direction of your Group Leader, who will act as your group's representative. Further, please note that, while WorldStrides and its affiliates will arrange the various travel elements for your trip, the total price quoted for your program includes additional pre-trip services, including but not limited to the development of the associated educational content and materials, the printing and distribution of program materials, the costs associated with our various group health and safety measures, and the administrative and service costs related to group management. Further, because of the nature of group bookings, and the fact that travel elements are not purchased on an individual basis, information related to WorldStrides purchasing from external suppliers will not be made available to individuals under any circumstances.

The following terms & conditions are valid until June 30, 2023, and for travel between July 1, 2020 and June 30, 2023 for WorldStrides Canada Inc. (operating as Brightsparks) hereafter referred to as "Brightspark".

WorldStrides Canada Inc., doing business as (DBA) Brightspark, and its representatives (hereinafter "Brightspark") is acting solely as agent for the suppliers who provide all accommodations and all transportation and other services for the Trip (hereinafter the "Suppliers"). Booking a Trip with Brightspark involves an agreement between the signor of the reservation form (hereinafter the "Passenger") and where the Passenger is under the age of 18, the agreement includes the custodial parent or legal guardian who signs this reservation form, and the Suppliers. The Suppliers are independent parties, over which Brightspark exercises no control. The travel services and other services provided are subject to the conditions imposed by the Suppliers and their liability to tariffs, conditions of carriage, tickets and vouchers and international conventions and agreements. The passenger acknowledges and agrees that Brightspark is not in any way liable for personal injury, property damage, inconvenience, loss of time, or loss arising out of the act, omission, or negligence of any direct air carrier, motor coach company, hotel or any other Suppliers in conjunction with the Trip. Furthermore, the Passenger acknowledges and agrees that Brightspark is not in any way responsible for any injury, damage, or loss due to reason of theft, accident, mechanical breakdown, government action, weather, failure to make timely payments, or any other reason beyond the control of any Suppliers in conjunction with the Trip. When booking the Trip with Brightspark, the Passenger acknowledges and understands that the Trip and its related activities are ORGANIZATION SPONSORED (i.e. organized and sponsored through a school or club) and as a result decisions regarding, but not limited to, tour itineraries, participants, accommodations, meals, roommates and costs will be made by the sponsoring organization or its representative (hereinafter the "Trip Planner") on the passengers' behalf. BRIGHTSPARK STAFF ARE NOT CHAPERONES. The permission and signatures of a custodial parent/legal guardian is required if the Passenger is under 18 years of age.

PAYMENT & CANCELLATION INFORMATION

DEPOSITS: A minimum non-refundable deposit of \$100 (Cdn programs), \$200 (US programs) for coach tours or \$750 (international programs) or \$249 (N.A. flight programs) per student is required. Final payment is due to our office 60 days prior to departure for Canadian and US destinations, and 90 days prior to departure for international destinations.

STANDARD CANCELLATION POLICY: The services and value we provide begin long before your date of departure, and there are significant non-recoverable costs as your departure date approaches. Deposits are non-refundable and non-transferable. The amount of the deposit varies based on trip destination. Other non-refundable fees include the cost for insurance, handling charges, merchandise fees, fees for returned cheques, fees for declined tickets or electronic drafts, late payments, name changes and registration fees plus special event tickets including, but not limited to, sporting and theatre events. The non-refundable cancellation charges are not intended to be a penalty, but rather a fair estimation of a portion of the unrecoverable internal and external costs related to planning, managing, and administering a full-service group travel program that is incurred by Brightspark prior to the date of departure. As noted above, travel elements are not purchased on an individual basis, and Brightspark cannot provide individualized refunds or credits for elements purchased from external suppliers.

Canada and USA Tours

- 60 days or more: Full refund less non-refundable deposit & non-refundable fees
- Under 60 days: 100% cancellation penalty

International Tours

- 90 days or more: Full refund less non-refundable deposit & non-refundable fees
- Under 90 days: 100% cancellation penalty

CANCELLATIONS: All cancellations must be made in writing by the person listed on the registration form (or custodial parent or legal guardian) or customer service or your account representative at customerservice@brightsparktravel.ca or via mail to 3280 Bloor St. W, Centre Tower, Suite 901, Toronto, Ontario, M8X 2X3, and must be postmarked prior to the group's departure, and must include reservation number, registrant's name, and complete address.

The Group Leader, school, or school board (as applicable) may cancel the program on behalf of the entire group, or any individual participant. Within 24 hours following receipt of your registration confirmation or initial payment invoice (whichever is first), you may cancel your Brightspark program and receive a full refund. After 24 hours, the Standard Cancellation Policy applies.

All refunds are issued using the original form of payment on the account. Cheque refunds are only issued to the primary responsible party listed on the account. Brightspark accepts payment via cheque, debit card, and credit card. Brightspark only accepts personal cheques until 110 days prior to departure, and debit payments up until 65 days prior to departure.

DOCUMENTATION: In the event that the Passenger does not obtain the required documents, the Passenger will be denied boarding by the carrier or refused entry into the country of destination. No refunds will be made should boarding or entry be denied because of insufficient or lost documents. In such an event, any cost associated with an early return home, or to the original departure point, will be the Passenger's expense. If a passport is required for travel, the expiry date on the passport must be valid for a minimum of 6 months from departure date.

LATE REGISTRANTS: If there is room on the mode of transportation, space in an existing hotel room and the passenger is paid in full, passengers can be added to the tour up to 24 hours for Canadian destinations, 7 days for US destinations, and 30 days for international destinations. All registrants must sign a registration form or accept our terms and conditions online.

PRICE INCREASES: The prices advertised are based on fixed costs at the time of printing the brochures. These costs are dependent on fuel costs, rates of exchange, and other factors. Should these costs increase, Brightspark reserves the right to increase the price. Should the price increase be greater than 7%, the consumer has the right to cancel the contract for the travel service and obtain a full refund of all amounts paid to Brightspark, unless the price increase is the result of government taxation. Every effort

will be made to advise you of any price increase at least 15 days before your Trip departure. Please note that no price increases are allowed once you pay in full.

TOUR INFORMATION

ROOM OCCUPANCY POLICY: It is the responsibility of the Trip Planner to fill each room to maximum occupancy based on price. If a cancellation by one or more Passengers changes the occupancy of an assigned room, leaving rooms filled below maximum occupancy, it is the Trip Planner's responsibility to reassign rooms to maximize occupancy. Rooms may consist of any combination of the following, based on occupancy: one king size bed, one queen sized bed, one double sized bed, two double sized beds, a pull-out couch, a rollaway bed, or single bed. In accommodations other than hotels (i.e. university or college residences, international youth hostels, camps, pensions) there may be shared washroom and/or shower facilities.

ROOMING LIST DUE DATE: All rooming lists are due in our office 60 days prior to departure. Rooming list changes that occur between 30 days and 24 hrs (Cdn. destinations), 30 days and 48 hrs (US destinations), and 30 days and 72 hours (International destinations) prior to departure are subject to a \$25 change fee.

AIRLINE BAGGAGE: For air tours, airline baggage fees, unless otherwise indicated, are not included in the price of the Tour and are the responsibility of the individual or group checking bags or instruments.

NOTICE TO PASSENGERS: Passengers should be aware that different living standards and practices, and different standards and conditions with respect to the provision of utilities, services and accommodations, may exist outside of your home province.

CHANGES IN ACCOMMODATION: Every effort will be made to ensure that the accommodation included in the price of the Trip will be provided as advertised. Brightspark reserves the right to substitute accommodation for equal or better accommodation. Brightspark does not control the management of hotels and resorts.

CONSTRUCTION OR RENOVATION: The Passenger acknowledges that the hotel or other accommodation selected and confirmed by Brightspark for the Trip may be undergoing construction or renovations during the Passenger Trips. The Passenger agrees that he/she shall not be entitled to any refund or discount due to any such condition. It is the responsibility of Brightspark to inform the clients of any construction or renovation prior to departure.

AIR TRAVEL: According to the International Air Transport Association (IATA), Resolution 8300 effective 1 June 2019, Brightspark provides its emergency service information (as opposed to your personal contact information) to airlines participating in your itinerary in case of operational disruptions. Thus, you may not receive information from the airlines relating to flight cancellation or schedule changes (including delay in departure). If you wish to have your contact information provided to airlines participating in your itinerary, please contact Brightspark Customer Service.

DAMAGE: Passengers in each room are responsible for damages in their respective rooms, as well as any unpaid room service bills. Passengers on each motor coach are responsible for any damage to that motor coach. Common area damage will be paid for by the entire tour group unless damage is associated to specific passengers. Common areas are defined as hallways, stairwells, elevators, lobbies etc. Accommodations can also hold passengers or the group responsible for the cost of excessive cleaning to the property.

PASSENGERS WITH DISABILITIES: Any disability or allergy requiring special attention should be reported to Brightspark at the time you make your reservation. We will make reasonable attempts to accommodate special needs, including food allergies, but we are not responsible for any denial of services by carriers, hotels, restaurants, and other independent suppliers. Travellers requiring extraordinary assistance must be accompanied by a companion who is capable of and totally responsible for providing the necessary assistance. Please refer to the Special Needs and Disabilities section of our FAQ at brightsparktravel.ca for more information.

UNCLAIMED LUGGAGE: Any lost or unclaimed articles that have been turned over to Brightspark will be held by Brightspark for 30 days from end of Tour date. After the 30-day period, any articles remaining unclaimed will be donated to charity. Any expense in returning lost or forgotten items is solely at the expense of the Passenger.

CONDUCT LETTER: You may be required to sign a conduct letter before leaving for your destination. This will outline what our Suppliers, the sponsoring organization (i.e. school or club), and Brightspark expect from you when travelling with us. Misconduct could result in being evicted from the Trip. Passengers who are evicted from the Trip in any way and for any reason are responsible for any associated costs and arrangements to return home. Brightspark and the sponsoring organization reserve the right to decline or evict any Passenger from participating on the Trip at any time either before or during the Trip and for any cause.

INSURANCE INFORMATION

INSURANCE: Brightspark strongly recommends the purchase of Travel Insurance. Insurance is provided either by Travel Guard Insurance or TuGo as indicated on your reservation form. Insurance is non-refundable and non-transferable. Passengers must indicate if they wish to purchase or decline insurance on the registration form. If no indication is made this means insurance has been declined. If any Passenger chooses to decline the insurance package, they will be subject to the cancellation policies. Brightspark will not be responsible for any claims denied by Travel Guard, TuGo or any other 3rd party insurers.

Eligible expenses may include cancellation charges prior to departure, trip interruption, excess hospital/medical, baggage, personal effects, out-of-pocket expenses, return of vehicle, family transportation benefit, death after departure, and accident benefits. This form is not an insurance policy. The policy, terms, conditions, and restrictions are set out in the insurance certificate. All claims must be submitted in writing. Claims for reasons that are covered under the insurance policy purchased: Your reservation and insurance policy do not commence until your Reservation Form is received and accepted in our office at 3280 Bloor St. W, Centre Tower, Suite 901, Toronto, Ontario, M8X 2X3.

GENERAL INFORMATION

BRIGHTSPARK'S RESPONSIBILITIES: Once travel has commenced, Brightspark cannot assume responsibility for any refunds, losses, costs or expenses arising out of injury, accident or death, loss of or damage to or delay in connection with baggage or other property, delay inconvenience, upset, disappointment, stress, frustration or loss of enjoyment resulting from: a) mechanical breakdown; b) government action, war, terrorism, revolution, elements of nature or acts of God, weather, strike, public health quarantine or any other action beyond Brightspark's control; b) the Passenger's failure to provide documentation necessary for the journey and return to Country of Origin; c) being denied access to aircraft due to contravening the airline's conditions of carriage; d) being held by the Government direction or security or law enforcement agency; e) the Passenger missing connections or failing to follow the directions of Brightspark or its representatives; f) the need for Brightspark to change itineraries or substitute accommodation or hotels or services provided that every effort is made to supply the most comparable

services and accommodations available. No refund is allowed for any unused tour or air service.

PRIVACY: Because the nature of our business requires coordination with various providers who deliver the travel services, it is necessary to share some personal information from time to time.

COMPLAINTS: If the Passenger has a problem with the services provided on or in connection with the Trip at the destination, the Passenger will contact Brightspark who will do its best to correct the problem. If the problem cannot be resolved at the destination, the Passenger may send a written complaint to Brightspark when the Passenger returns from the Trip.

WORLDCLASS FLEXIBILITY PROGRAM: Groups can plan trips with confidence. We understand your group may need to change your trip due to unforeseen circumstances. If your group decides they are not comfortable traveling to the planned destination or on the scheduled dates, the group can move the trip to an alternative destination or move to a new future date up until 45 days before departure. Changing the destination or date of the trip will be determined based on availability of trip components including, but not limited to, accommodations, venues, attractions, content, meals, and transportation. We will work with your Group Leader to find an alternative future date up to 24 months from your original departure date. Your group will be able to adjust your trip with no additional fees, just the difference (if applicable) in the price of the new trip. If you or your group reschedules to a new destination or date and then decides to cancel, the cancellation fees will be calculated from the date of transfer from the original tour and standard cancellation fees will apply.

TRIP CANCELLATION BY BRIGHTSPARK: Brightspark and the sponsoring organization (i.e. school or club) reserve the right to cancel any Trip at their sole discretion. In the event that a Trip is cancelled by Brightspark, Brightspark shall have no responsibility beyond the refund of all monies paid by the Passenger, which shall be deemed to constitute full settlement. Brightspark cannot guarantee weather conditions nor can Brightspark be responsible for any shut down, whether wholly or partially, of the operations of any services in connection with the Trip whether they be caused by weather or for any reason or cause, and Brightspark hereby expressly reserves the right to change the Trip destination if deemed necessary by Brightspark.

INTERPRETATION: This contract regardless of where it is performed shall be interpreted in accordance with the laws of the Province of Ontario, Canada. If there is a dispute, the Passenger (and in the case of a Passenger who is under the age of 18, also the Passenger's custodial parent or legal guardian) and Brightspark agree that any legal proceedings must be commenced and conducted in the City of Toronto, Canada. In the event that any covenant, provision or term of this contract should at any time be held by any competent court or other tribunal to be void or unenforceable, then this contract for reservation shall not fail, but the covenant, provision or term shall be deemed to be severable from the remainder of this contract, which will remain and continue in full force and effect. Any oral or written assurance or statement that differs from the terms and conditions not expressly approved in writing by Brightspark head office at 3280 Bloor St. W, Centre Tower, Suite 901, Toronto, Ontario, M8X 2X3, is not the responsibility of Brightspark and does not form part of this contract. The provisions contained herein constitute the entire contract between Brightspark and the Passenger (and in the case of a Passenger who is under the age of 18, also the Passenger's custodial parent or legal guardian). The Passenger and in the case of a Passenger who is under the age of 18, also the Passenger's custodial parent or legal guardian) hereby acknowledges having read the contract or been given a reasonable opportunity to read and understand this contract.

EXCEPTIONAL CIRCUMSTANCES: Without limitation, Brightspark, including its affiliates, owners, officers, agents, employees or any associated organization, is not responsible for any injury, loss, or damage to person or property, death, delay, overbooking or downgrading of accommodations, mechanical or other failure of airplanes or other means of transportation or for any failure of any transportation mechanism to arrive or depart timely, dangers associated with animals, sanitation problems, food poisoning, lack of or quality of medical care, illness or disease, difficulty in evacuation in case of a medical or other emergency, or for any other inconvenience beyond the direct control of Brightspark, in connection with the provision of any goods or services whether occasioned by or resulting from, but not limited to, Exceptional Circumstances.

Exceptional Circumstances may also justify rescheduling or cancellation of trips. Exceptional Circumstances include, but are not limited to, acts of force majeure, war (whether declared or not), criminal or terrorist activities of any kind or the threat thereof, civil unrest, teacher's strike, illness or disease, actual, perceived or threatened epidemics or pandemics, government-imposed travel restrictions or closures, and other events outside Brightspark's control that make performance of a trip as contemplated impossible or impractical.

CANCELLATION DUE TO EXCEPTIONAL CIRCUMSTANCES: If your group is unable to reschedule your trip to a new destination or date, and/or cannot be delivered by Brightspark due to Exceptional Circumstances, you will be refunded all monies paid in, less non-refundable Fees and an additional cancellation fee of \$399 for trips involving international air travel, \$289 for trips involving domestic air travel, or \$100 for trips involving domestic bus travel.

Brightspark | 3280 Bloor St. W., Suite 901 | Toronto, ON M8X 2X3 | 800.267.6425 | Fax: 416.486.7118
brightsparktravel.ca | TICOH 50025477

HOW TO REGISTER ONLINE

→ Go to portal.brightsparktravel.ca

→ Register for a tour

1. Enter the parent/guardian email address
2. Click on “Get Started”

→ Fill out the parent profile

Click on “Create Account”

Password must be six or more characters long and contain at least one capital letter, lowercase letter, number, and symbol.

→ Register for a new tour

Enter the seven-character **Tour Web Code** found in the top right box of the parent letter.

→ Register my child

1. **Child's information:** Fill out the participant's information.
2. **Tour options:** Overview of cost, room occupancy, and Terms and Conditions.
You must check the box to agree to Terms and Conditions before moving forward.
3. **Insurance:** If insurance is optional, you have the choice to select or decline it. If insurance is mandatory or not offered for your tour, no further action is required. **Insurance is part of the package and mandatory**

4. Review and confirm

- **Tour amount:** Total trip cost.
- **Payment amount:** Deposit, pay in full, or other amount (must be equal to or greater than minimum deposit amount).
- **Payment method**

5. Payment (required to confirm registration)

- If paying by Visa, Visa Debit, or MasterCard, you will be transferred to Moneris. If autopay is selected, your billing address will be required.
- When payment by Visa, Visa Debit, or MasterCard is successful, you should see a “Success” message.
- If making a bill payment through BMO, Scotia, TD, CIBC, RBC, Tangerine, Meridian, or National Bank, you will be transferred to your banking institution to make the payment. (This transfer will only happen during your initial transaction on Brightspark. For subsequent payments, you'll go directly through your banking institution's website or teller.) Add “Brightspark Travel” as the payee and use the Participant Code as the account number. Bill payments can take up to 72 hours to reach Brightspark. Registration will be confirmed once we've received your payment from the bank.