

Canada East to West

Including Quebec, Ontario, Saskatchewan, Alberta & British Columbia
7th to 24th May 2026



Bay Farm Tours have been taking tours to Canada for over 40 years, so we know it very well and never cease to enjoy the scenery, agriculture and friendly Canadians.

So, join us on this tour from the East of Canada to the West to see the best of the best this splendid country has to offer. Beginning in Montreal, Quebec and finishing in Vancouver, British Columbia this really is a tour to remember that will show you the varied landscapes, agriculture and culture of this very friendly country.

As with all our tours, great care has been taken in organising the itinerary to ensure a pleasant balance of agricultural and sightseeing visits whilst also keeping the travelling distances to a minimum, where possible. The tour includes three internal flights which reduces the travelling time considerably in this vast country.

Agricultural Visits

We visit several agricultural establishments in the provinces of Ontario, Saskatchewan, Alberta and British Columbia, which will give a good overall picture of Canadian agriculture. These include, amongst many others, farms/ranches in the more densely populated area close to Calgary in Alberta, as well as a large working ranch high in the Rockies, and a dairy farm in the lush Fraser Valley.

As we travel through the provinces you will begin to appreciate the varied conditions Canadian farmers work with on a daily basis. There will also be the opportunity to talk with the Canadian farmers and their families about farming life and practices, and the Canadian way of life.



Hotels



Throughout our tour all the hotels we stay at are first class properties. They offer many facilities including their own coffee shop and/or restaurant and bar lounge, all bedrooms have private facilities, TV and telephone. The majority of the hotels are of a 4* standard and will have indoor swimming pools and also offer a laundry service and room service.

All the hotels are also chosen for their location. Our hotels in Montreal, Quebec City, and Vancouver are right in the heart of the "Downtown" areas. Others such as the Harrison Hot Springs Resort and the South Thompson Inn are chosen because of their beautiful location.

Sightseeing



Our tour incorporates many of the beautiful sightseeing attractions of Canada, such as Niagara Falls, Niagara on the Lake, Banff National Park, The Rockies and Butchart Gardens on Vancouver Island. Plus, the impressive cities of Montreal, Quebec City, Saskatoon, Calgary, Toronto, Victoria and Vancouver. This really is a comprehensive tour of Canada and even if you have visited Canada previously, we can assure you that you will enjoy the magnificent sights you may have seen previously and many more which are new to you.

As we stay in a number of hotels for more than one night it is possible for anybody wishing to follow their own interests, when the group returns to the same hotel, to do so. Whether it is staying in the town/city to see the sights, attractions and shops, visiting friends and relatives, or just taking time off the tour.

We can also "tailor-make" travel arrangements for anybody wishing to extend their stay at the beginning or end of the tour who might wish to visit friends or relatives.

Coaches

All the coaches we use during the tour will be deluxe appointed with reclining seats, air conditioning and special tinted high viewing windows. For the benefit of all our tour guests, we operate a rotational seating plan on the coach, with guests moving seats at least once a day. This enables our guests to enjoy a variety of vantage points throughout the tour. In fairness to all, there will be no exceptions to this policy.



Pace of the Tour



It is important that you read the information at the back of this itinerary headed "Important information to consider before booking your tour" which relates to the activities, and pace of the tour, which we realise is important for you to know about before booking. We hope you find the information helpful, but please do not hesitate to contact us if you have any questions.

This tour is grade C.

Itinerary

Thursday 7th May 2026

Depart from Manchester and fly to Paris to connect with the direct non-stop Paris to Montreal flight with Air France. Departures may also be available from other regional airports, subject to timings, availability, and appropriate supplement.

Our first night is in the historic city of Montréal, the largest city in Canada's Québec province. It's set on an island in the Saint Lawrence River and named after Mt. Royal. Our hotel is located downtown and just a short distance from the Old Port. The first language of many of the people of Québec province is French, this is due to French colonization and settlement during 17th & 18th centuries. Canada recognises both English and French as official languages.

Overnight: Delta Montreal Downtown

Meals: In-flight meal / Afternoon Tea

Friday 8th May 2026



After a relaxed breakfast, we check out of our hotel for a city sightseeing tour of Montreal. Old Montréal is the city's birthplace, composed of picturesque squares, grand old-world architecture. The narrow Rue St-Paul, the old main street, teems with art galleries, shops and eateries, while the broad concourse of the Old Port is lined with green parkland and cafes along Rue de la Commune. Nearby Chinatown is a small, wonderful dose of Pacific Rim cosmopolitanism in eastern Canada.

There will be time for you to obtain lunch before departing for Quebec City where we will stay for the next two nights.

Evening Dinner is in our hotel in magnificent Quebec City.

Overnight: Le Capitol Hotel, Quebec City

Meals: Breakfast / Eve Dinner

Saturday 9th May 2026

Today we make our way a short distance out of the city to the 1st Nations Wendake Village. Located in the Wendat community, the Huron Traditional Site provides a unique opportunity to discover the history, culture, cuisine, dances and way of life of the Wendat. The Wendats are a matrilineal society in which clan membership, status and property are inherited through the female line. Clans are named after animals such as Turtle, Wolf, Bear, etc. and clan members must marry outside their clan.

We enjoy lunch at the village before departing for our tour of Quebec City, the capital city of Quebec Province, which sits on the Saint Lawrence River. Renowned for its rich history, European charm, and stunning architecture, particularly in the UNESCO-listed Old Quebec district. Quebec is like no other city in Canada, known for its French cuisine and cobbled streets, its central core is very walkable and easy to explore.



Overnight: Le Capitol Hotel, Quebec City

Meals: Breakfast / Lunch

Sunday 10th May 2026



An earlier start today as we transfer to Quebec Airport for our 1-hr 40-min flight to Toronto Pearson International Airport. On arrival in Toronto, we make our way to the CN Tower where we enjoy an ascent to the observation deck and have lunch in the revolving restaurant, affording us magnificent views of the Toronto skyline and Lake Ontario below.

Our journey continues to our hotel at Niagara Falls where we stay for the next three nights.

Dinner this evening is in our hotel.

Overnight: Niagara Fallsview Hotel & Spa, Niagara Falls

Meals: Breakfast / Lunch / Eve Dinner

Monday 11th May 2026

Today we travel to St Jacobs and Elmira, in Waterloo County, which is the centre of the Mennonite community. Our visit to the area begins with a tour of the Meeting House where we see an audio-visual presentation, which depicts the history of the Mennonites in Ontario.

This is followed by lunch in a local Mennonite restaurant.

Our visit to the area is concluded with a guided tour of the surrounding agricultural area. Here we hope to see Mennonite farmers working in the fields, where they still use horses as their main form of transport and power.



After a really interesting day in the St Jacobs area providing an insight into the Mennonite way of life, we return to our Niagara hotel, which is just a comfortable walk from The Canadian Horseshoe Falls and has a beautiful view of the Niagara River.

This evening you are free to obtain evening dinner at one of the many restaurants close to our hotel.

Overnight: Niagara Fallsview Hotel & Spa, Niagara Falls

Meals: Breakfast / Lunch

Tuesday 12th May 2026

Our whole day today revolves around visiting Niagara Falls and the immediate area. We begin with a narrated ride on the "Horn Blower" boat, which sails up the Niagara River to the base of the magnificent falls, providing a spectacular experience. We then continue touring along the rim of the gorge with stops at the Whirlpool and Spanish Aero car.



Our tour continues with a visit to one of the many vineyards in this area famous for making ice wine, a sweet dessert wine. This is achieved by allowing the grapes to freeze on the vine before harvest, concentrating the sugars. It is probably fair to say it is an acquired taste, though ice wine is only one type of wine produced here.

We continue to the picturesque colonial town of Niagara on the Lake, where there will be the opportunity to obtain lunch at one of the many cafes and restaurants in this impressive town.

Our final visit of the day is to the Welland Ship Canal, the man-made waterway, which allows ocean-going ships to circumnavigate the falls and travel further inland through the Great Lakes, passing from Lake Ontario to Lake Erie and further on to Lake Huron and Superior.

After returning to our hotel, the remainder of the afternoon is at leisure to follow your own interests and enjoy the sights and sounds of this magnificent area surround Niagara Falls. Evening dinner will be in a neighbouring hotel restaurant.

Overnight: Niagara Fallsview Hotel & Spa, Niagara Falls

Meals: Breakfast / Eve Dinner

Wednesday 13th May 2026

Depart our hotel after breakfast for Toronto airport, for our morning 3-hr 35-min flight to Saskatoon at the heart of the prairies, in the province of Saskatchewan. The province of is well known as a productive agricultural region and is home to 40% of Canada's productive farmland and responsible for 20% of the country's agricultural exports. Saskatchewan is also rich in mineral resources such as oil, potash and high-grade uranium.



En-route from the airport to our hotel, we stop at a local farm distillery for lunch and guided tour and tasting. Our hotel for the next two nights is located in the heart of Saskatoon on the banks of the South Saskatchewan River, offering easy access to "downtown" and with nice views and access to pleasant walking trails. Saskatoon is the capital city of Saskatchewan and known for its natural beauty. Evidently Bob Dylan called it the 'Paris of the Prairies' though it is not known why.

We check-in to our hotel with time to relax before evening dinner at your leisure.

Overnight Stay: James Hotel, Saskatoon

Meals: Breakfast / Lunch

Thursday 14th May 2026



Breakfast in our hotel before we depart for a day of agricultural visits in this productive region of Canada. Known for extensive grain farming particularly canola/oilseed rape, wheat and lentils. Livestock farming is also significant, which in the main is beef production. Speciality crops are also grown, including canary seed, herbs & spices and mustard seed. Saskatchewan exported \$115 million worth of mustard seed in 2024.

Our visits will give a good overview of this area and the significance of agriculture in the local and national economy.

Return to our hotel with time to relax before evening dinner at your leisure

Overnight Stay: James Hotel, Saskatoon

Meals: Breakfast / Lunch

Friday 15th May 2026



Check out of our hotel and head to the airport for our 1-hour 20-min flight to Calgary, Alberta. On arrival in Calgary, we have a city tour before going to the Heritage Park Historical Village. This 'living museum' with many restored and relocated buildings allows an insight into the early settler's life in Western Canada from 1080s, pre 1914 and from the 1930s to 1950s.

We have lunch here before we travel to Banff in the Banff National Park, for our 2-night stay. The snow-capped peaks of Mt Rundle and Mt Cascade dominate the skyline making a beautiful backdrop to this resort town.

Evening dinner is at your leisure at one of the many restaurants in the town.

Overnight Stay: Caribou Lodge, Banff

Meals: Breakfast / Lunch

Saturday 16th May 2026

Our sightseeing today will highlight many local delights including Bow Falls, the Hoodoo Lookout and Surprise Corner. We also include an ascent of Sulphur Mountain in the mountain gondola. From the top there are magnificent bird's eye views of Banff and the Bow River with rugged mountains on all sides.

Lunch today is at Canada's "Castle in The Rockies" the Banff Springs Hotel, with views over the spectacular Bow River and Tunnel Mountain. This really is a special place.

You are then free to explore Banff as you wish before obtaining evening dinner at leisure.



Overnight Stay: Caribou Lodge, Banff

Meals: Breakfast / Lunch

Sunday 17th May 2026



We depart Banff today to continue our journey through The Rockies, but first we visit possibly the most famous lake in Canada, Lake Louise. Named after Princess Louise Caroline Alberta, the fourth daughter of Queen Victoria and the wife of the Marquess of Lorne, who was the Governor General of Canada from 1878 to 1883.

Known for its turquoise, glacier-fed water, Lake Louise is overlooked by Chateau Lake Louise, a sister hotel to the Banff Springs Hotel in Banff and Le Chateau Frontenac in Quebec City. All were originally built by the Canadian Pacific Railway Company. This is definitely a spot for a photograph!

Lake Louise will still be thawing from the winter freeze when we visit.

Our journey continues west through The Rockies, where there is still the possibility of wildlife sightings. Should we have a wildlife sighting, our coach driver will slow down, if possible, for that all important photo opportunity.

We arrive at our hotel in Revelstoke, in a quiet location on the outskirts of this railway town, with spectacular views across the valley to the beautiful Selkirk Mountain range.

Evening dinner is in our hotel

Overnight Stay: Coast Hill Crest Hotel Revelstoke

Meals: Breakfast / Eve Dinner

Monday 18th May 2026

Breakfast in our hotel before we check out and investigate this area of British Columbia. Revelstoke was founded when the Canadian Pacific Railway was built, and we begin with a visit to the Railway Museum. This showcases the historic construction and operation of the Canadian Pacific Railway in Western Canada's mountain region, and the pivotal role it played in the creation of Canada. The construction of the Trans Canadian Highway in 1962 made the town even more accessible.



We then visit the Revelstoke Dam and hydroelectric station for a guided tour. One of the most powerful dams in British Columbia, built on the Columbia River, the dam was completed in 1984 it has transformed the local economy and brought jobs to the area.

A packed lunch is enjoyed before we continue our journey west.

We check in to our hotel in a lovely rural location on the banks of the South Thompson River with time to relax before evening dinner in the hotel.

Overnight Stay: South Thompson Inn, Kamloops

Meals: Breakfast / Picnic Lunch / Eve Dinner



Breakfast in our hotel before travelling towards Merritt, this region of the Rockies is a semi -arid area where cattle ranching and forestry are the main forms of agriculture and industry.

We take a slight detour off the highway for a tour of a large cattle ranch.

This is one of the oldest and largest cattle ranches in the region. We have a guided tour of the handling facilities and barns. Our tour is completed by going to a vantage point on high land, which provides a superb panorama of the home ranch, and both the grazing and irrigated land immediately adjacent. Looking at the landscape you could be forgiven for expecting John Wayne to ride over the horizon!!

We have a picnic lunch before returning to our hotel with time to relax before evening dinner, which is taken in our hotel.

Overnight Stay: South Thompson Inn, Kamloops

Meals: Breakfast / Picnic Lunch / Eve Dinner

Wednesday 20th May 2026

Depart from Kamloops and begin our journey to Harrison Hot Springs stopping for a visit to Hells Gate. We descend by aerial tramway to the bottom of the canyon, where we have lunch in Simon's Café, beside the raging torrent of the mighty Fraser River as it forces its way through the narrow constriction that is Hells Gate, before continuing our journey at Harrison Hot Springs for our overnight stay. The hotel at Harrison Hot Springs is in a picturesque lakeside location and has the luxury of both indoor and outdoor natural hot spring pools.

We arrive at the hotel with time to relax, enjoy a swim or a walk by the lake, before you obtain evening dinner in one of the hotel or resort restaurants at your leisure.

Overnight Stay: Harrison Hot Springs Resort, Harrison Hot Springs

Meals: Breakfast / Lunch

Thursday 21st May 2026

Following breakfast, we check out of our lakeside hotel and continue our journey towards Vancouver stopping close to Abbotsford at a leading dairy farm in this very lush, fertile part of British Columbia. This is a particularly interesting visit, as the climate in this region is unique, not being typical of Canada, but is in fact very similar to Great Britain.

As we reach Vancouver, we travel to our hotel overlooking Coal Harbour and check in for our two-night stay.

Evening Dinner is at leisure at one of the many eating establishments close to our hotel.



Overnight Stay: Pinnacle Harbourfront, Vancouver

Meals: Breakfast / Lunch

Friday 22nd May 2026

An early start this morning as we catch the ferry from Tsawwassen to Swartz Bay. Our crossing takes approximately 2-hrs as we “cruise” through the picturesque Gulf Islands to Vancouver Island. Known for its mild climate, said to be the mildest in Canada, and its thriving arts community, Vancouver Island is also the home of Victoria the capital city of British Columbia.

Once on the island we visit the famous Butchart Gardens, a 121-year-old formal garden, spread over 55 acres, where you will be free to explore at leisure.

We have lunch in the garden restaurant before exploring the island further and visiting the city of Victoria.

Mid to late afternoon we make the return journey to Vancouver and our hotel. Evening dinner is again at leisure in one of the many eating establishments close to our hotel.



Overnight Stay: Pinnacle Harbourfront Vancouver

Meals: Breakfast / Lunch

Saturday 23rd May 2026

After breakfast this morning we begin with a visit to Capilano Suspension Bridge, one of the world's longest suspension foot bridges - 450 feet across and 230 feet above the Capilano River! This footbridge was established back in 1889 and has been a visitor attraction for many of those years.

Following this we ascend Grouse Mountain by way of the Skytram to the top of this peak, giving magnificent views of Vancouver, the harbour, mountains and Vancouver Island. Lunch will be in the restaurant at the top of the mountain. After descending in the cable car, we again cross over the Lions Gate Bridge as we make our way to the airport for our evening return flight.

Overnight Stay: Overnight Flight

Meals: Breakfast / Lunch / In-Flight Meal

Sunday 24th May 2026

Early morning arrival in Amsterdam, where we transfer to our connecting flight to Manchester, or other regional airport.

Meals: In-Flight Meal / Snack

End of Tour



Canada East to West

Including Quebec, Ontario, Saskatchewan, Alberta & British Columbia
7th to 24th May 2026

What is included

- Flights: Manchester to Montreal via Paris
Quebec to Toronto
Toronto to Saskatoon
Saskatoon to Calgary
Vancouver to Manchester via Amsterdam
- Connecting flights from regional airports subject to availability & supplement
- Airport taxes including all Canadian and British departure taxes
- Canadian Visa
- 16 nights 1st Class hotel accommodation in twin / double bedded rooms with private facilities, TV and telephone
- 16 Full Breakfasts
- 1 Afternoon Tea
- 13 Lunches
- 6 Evening Dinners
- All ground transport in deluxe coaches with reclining seats, air conditioning and washroom to support full itinerary as outlined
- 1st Nations Wendake Village
- Ascent of the CN Tower, Toronto
- Mennonite Community in St Jacobs / Elmira
- Horn Blower Cruise at Niagara Falls
- Niagara on the Lake
- Welland Ship Canal
- Heritage Park Historical Village, Calgary
- Ascent of Sulphur Mountain, Banff
- Lake Louise
- Railway Museum & Dam in Revelstoke
- Descent to Hells Gate, and return!!
- Ferry crossings to and from Vancouver Island
- Entry to Butchart Gardens, Vancouver Island
- Capilano Suspension Bridge
- Ascent of Grouse Mountain, Vancouver
- City tours of Montreal, Quebec City, Calgary, Victoria and Vancouver
- Tips/Gratuities for the coach driver and city guides
- All farm, ranch, vineyard and technical visits
- Fully escorted throughout the tour by an experienced member of staff from Bay Farm Tours

What is NOT included

- Personal expenditure
- Meals other than those indicated
- Insurance (See booking form)
- Any additional gratuities at your discretion

Tour Price

£7,286.00 per person based on sharing a twin or double room
Single room supplement **£1,555.00**

BOOKING CONDITIONS

Bay Farm Tours is a trading name of **The Morecambe Bay Travel Company Ltd.** (Reg No 3055259) which is a member of ABTA (**ABTA No V0620/4462X**). When you book a Bay Farm Tours holiday your contract is with The Morecambe Bay Travel Company.

1. Holiday Contract: To book a Bay Farm Tours holiday / tour a booking form listing all passenger names must be completed, and signed by the first named passenger, who must be authorised by the other members of the party to do so. On signing the booking form, the client accepts the conditions as set out below on behalf of everybody he/she is booking for. On receipt of the booking form and deposit, we will reserve the holiday / tour, if available, and issue our confirmation invoice. This contract is made on the terms of these booking conditions, which are governed by English Law.

2. Financial Protection: We provide this security by way of an Air Tour Organisers Licence **ATOL No 3310** administered by the **Civil Aviation Authority (CAA)**. When you buy an ATOL protected flight, or flight inclusive holiday, from us you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

3. Payment: a) **Deposit** - The deposit is part of the total cost of the holiday and is non-refundable other than under the circumstances outlined in section 8. b) **Balance** - The balance is due not less than twelve weeks before the departure date. c) **Total Payment** - For bookings made less than twelve weeks before the departure date payment of the full cost must be sent with the booking form. We reserve the right to cancel any booking for which the final payment is overdue, in which event the deposit is not refundable.

4. Brochure Prices: The price of your tour arrangements was calculated using exchange rates quoted in the *Financial Times Guide to World Currencies* on 14th July 2025 in relation to the following currencies: CAD \$. We reserve the right to alter the price of the tour/holiday in this brochure. You will be advised of the current price of the tour/holiday before your contract is confirmed.

5. Surcharges: We reserve the right to alter the price of your holiday shown in our brochure in the event of the following. Changes in **a)** transportation costs, including the cost of fuel **b)** dues, taxes, or fees chargeable for services such as landing taxes, or embarkation and disembarkation fees at ports and airports, or **c)** due to fluctuations in foreign currency exchange rates mean that the cost of your holiday can change after you have booked. However, there will be no change within 30 days of your departure.

We will absorb and you will not be charged for any increase equivalent to 2% of the price of your travel arrangements, excluding insurance premiums and amendment charges. Any increases in excess of 2% will be passed on to yourself as a surcharge. If this means that you have to pay an increase of more than 10% of the price of your travel arrangements, you will have the option of accepting this, or cancelling and receiving a full refund of all monies paid, except for any amendment charges. Should you decide to cancel your tour/holiday for this reason you must advise us within 14 days from the issue date printed on your final invoice.

Should the price of your holiday go down due to the changes mentioned above, by more than 2% of your holiday cost, then a refund will be paid to you. However, please note travel arrangements are not always purchased in local currency and some apparent changes have no impact on the price of your travel due to contractual and other protection in place.

No surcharges will be made under 30 days before departure date.

6. Cancellation Charges. Should it be necessary for you to cancel your holiday/tour once this has been confirmed, the following charges will apply from the date we receive your written cancellation.

More than 63 days before departure - loss of deposit.

Between 63 - 29 days before departure - 50% of total holiday price

Between 28 - 16 days before departure - 80% of total holiday price.

Under 15 days before departure - 100% of total holiday price

After cancelling your holiday / tour by letter please ensure that you receive written confirmation.

7. Amendments to bookings: If after receiving confirmation of booking you wish to change details there will be an amendment fee of £20 per person. Where we have made specific tailor-made arrangements for you or this is within 6 weeks of departure the detail of the change will need to be taken into consideration. Unfortunately, because of strict airline amendment and cancellation charges, the cancellation charges may apply which can only be advised at the time. You should advise us as soon as possible if you need to change or cancel your booking.

8. Changes to Tour Itinerary: Every effort will be made to operate the tours as advertised, but we have to plan arrangements many months in advance. Occasionally we may have to make changes and Bay Farm Tours reserve the right, at its discretion, or in the clear interests of the clients, to modify or cancel the tour, flight schedule, accommodation or arrangements at any time. Most of these changes will be minor, but we will endeavour to advise you of any changes as soon as is reasonably possible. Where a change is more significant/major, such as changing your departure airport, you will have the choice of accepting the change of arrangements, accepting an offer of alternative travel arrangements of comparable standard from us if available, (we will refund any price difference if the alternative travel arrangements are of a lower value) or cancelling your booking and receiving full refund of monies paid. In all cases except where major changes are due to reasons of *force majeure*, we will pay compensation as detailed below:

More than 63 days before departure - nil

Between 63 - 29 days before departure - £15.00

Between 28 - 16 days before departure - £30

Under 15 days before departure - £50.00

9. Tour Cancellation: All of our tours require a minimum number of people for them to operate. Should a tour have to be cancelled due to lack of numbers we will advise you before 8 weeks from your departure date, although it will be possible to confirm that most tours will definitely be going ahead as planned considerably earlier than this. In the event where we cancel a tour Bay Farm Tours will, if possible, offer alternative arrangements. If there is no alternative available or an alternative is not acceptable, a full refund of monies will be made.

10. Airlines: We are required under EU Regulation 2111/2005 to advise you of the actual carrier operating your flights. This is shown in the brochure details for the tour and on your confirmation invoice. We will advise you of any changes to the actual airline as soon as possible. Such a change is only deemed a minor change. Other examples of minor changes include alteration of outward/return flights by less than 12 hours, changes to aircraft type, change of accommodation to another of the same standard.

11. Complaints: Should you have cause for complaint whilst on one of our tours please bring it to the attention of your Tour Manager who will do their utmost to rectify the situation immediately. If the problem was not solved to your satisfaction on tour, we would ask you to contact us as soon as possible on your return and put this in writing within 28 days of your return from your holiday. We will not accept any responsibility or liability for any claims if they have not been reported to your Tour Manager, whilst on the tour. Disputes arising which cannot be amicably resolved maybe referred to arbitration, if the customer so wishes, under a special scheme arranged by ABTA, and independently administered by IDRS, part of the Chartered Institute of Arbitrators. The scheme provides a simple and cheap method of arbitration based on documents alone. It does not apply to claims in excess of £5,000 per person or £25,000 per booking form. Information regarding the ABTA Code of Conduct and arbitration scheme can be found at <http://www.abta.com>.

12. All arrangements made by or through Bay Farm Tours in connection with the booking are subject to the conditions made by the airlines, hotels, coach companies, shipping lines, restaurants and other persons, firms or companies concerned.

13. Force Majeure: No liability can be accepted by Bay Farm Tours for changes due to "force majeure" and shall not be liable in respect of events. These can include: strikes, riots, political unrest, war or threat of war, industrial action, government action, natural disasters, technical or weather problems, disease problems or similar events beyond our control.

14. Passports / visas: Information and advice given is for British Citizens only, unless otherwise stated. Anyone who has a British Subjects Passport or travels on the passport of another country should consult with the relevant Embassies and /or Consulates. It is the responsibility of the client to ensure that he/she has in his/her possession the necessary passport(s), visas, or immigration requirements.

15. Travel insurance: Is compulsory for clients travelling on a Bay Farm Tour. On receipt of your booking form and deposit a disclaimer form will be sent to you to complete with details of your insurance company and policy.

16. Data Protection. In order to process your booking and to ensure your travel arrangements run smoothly and meet your requirements we need to use the information you provide including name, address, and any special needs/dietary requirements etc. We take full responsibility for ensuring that proper security measures are in place to protect your information. We must pass the information on to the relevant suppliers of your travel arrangements such as airlines, hotels and transport providers etc. The information may also be provided to public authorities such as customs and immigration if required by them, or as required by law.

17. Flight Delays. In the event you have a flight delay it is the responsibility of the appropriate airline to provide appropriate standards of welfare and communication. If you are at a point in your tour where you are travelling with the Tour Manager, he or she will approach the airline or their representative. If it is at a point on your travel itinerary where you are travelling individually you may need to do this yourself. It should be noted that airlines do not generally provide the above if the reason for any delay is due to inclement weather.

18. Foreign Office Advice. Once we have received your booking form and deposit, we will send you "Information to assist you in preparing for your Tour". This will include latest Foreign & Commonwealth Office advice about the country you are visiting. If you wish to receive this information prior to booking on any tour we would ask you ring our office and we will forward this to you by first class post, or you may check on FCO website on www.fco.gov.uk/knowbeforeyougo for advice and the latest information about the country to be visited.

19. Our Liability to you. If the contract we have with you is not performed, or is improperly performed by us or our suppliers, we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. However we will not be liable where any failure in the performance of the contract is due to you, or a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable, or unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or an event which we or our suppliers, even with due care, could not foresee or forestall. Our liability except in cases involving death, injury or illness, shall be limited to a maximum of 3 times the cost of your travel arrangements. Our liability will be limited in accordance with and/or in an identical manner to; **(a)** The contractual terms of the companies that provide transportation for your travel arrangements. These terms are incorporated into this contract. **(b)** Any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage. We are to be regarded as having all benefit of limitation of compensation contained in these conventions. You can ask for a copy of the transport companies' contractual terms, or the international conventions, from the Bay Farm Tours offices at 35, Euston Road, Morecambe, Lancs., LA4 5DF Tel No: 01524 423444.

20. Denied Boarding. Under EU law (Regulation 261/2004) you have rights in circumstances to refunds and/or compensation from your airline in cases of denied boarding, cancellation or delay to flights. Full details of these rights will be publicised at EU airports and will also be available from airlines. **However, reimbursement in such cases will not automatically entitle you to a refund of your holiday cost from us.** Your right to a refund and/or compensation from us is set out in clause 8. If any payments to you are due from us, any payment made to you by the airline will be deducted from this amount. If your airline does not comply with these rules you should complain to the Air Transport Users Council on 020 7240 6061 www.auc.org.uk.

21. Behaviour. If your behaviour or that of any member of your party is likely in our opinion to cause distress, damage, danger to or to annoy our other customers, employees, accommodation providers, or anyone else, we can end your travel arrangements and terminate your booking. If you are prevented from travelling because any person in authority is of the opinion that you are unfit to travel or likely to cause a risk, discomfort to or disturb other passengers we can end your travel arrangements and terminate your booking. In each case we will not be liable for any refund, compensation or any other costs you have to pay. We will also hold members of your party jointly and individually liable for any damage to the property together with legal costs we incur in pursuing the claim. We cannot accept liability for the behaviour of others on your flight or in your tour accommodation. It is important to report the actions of any other travellers that are causing you discomfort or distress to your tour manager or airline/accommodation staff as soon as possible so that appropriate action can be taken.

22. Prompt assistance on tour. If the contract we have with you is not performed or is improperly performed as a result of failures attributable to a third party unconnected with the provisions of the services, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which our suppliers, even with all due care, could not foresee or forestall, and you suffer an injury or other material loss, we will offer you such prompt assistance as is reasonable in the circumstances.

23. Excursions. Additional excursions or other tours that you choose to book or pay for whilst you are on tour are not part of your package holiday/tour provided by us. For any excursion or other tour that you book, your contract will be with the operator of the excursion and not with Bay Farm Tours. We are not responsible for the provision of the excursion or tour or for anything that happens during the course of its provision by the operator.

24. ABTA. We are a member of ABTA, membership number V0620. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you an arbitration scheme for the resolution of disputes arising out of, or in connection with this contract. Further information on the Code and arbitration can be found at <http://www.abta.com>

This brochure is our responsibility, as your tour operator. It is not issued on behalf of and does not commit the airlines mentioned herein or any airline whose services are used in the course of your travel arrangements.