

**SCHEDULE OF FEES FOR CANCELLATION, VARIATION AND ADDITIONAL SERVICES**

In this Schedule the following terms shall bear the meanings assigned to them below:
“Package Reservation” - means a single reservation for Travel Services that includes only the flights and a hotel, resort or similar accommodation at one destination. Additional components will be regarded as Ancillary Travel Services even if booked with the same supplier;
“Cruise Reservation”- means a reservation for an ocean or river cruise with or without flights. Additional components will be regarded as Ancillary Travel Services even if booked with the same supplier;
“Flight Reservation” means a reservation for flights only, including the return flights on the reservation, but does not include connecting, internal or additional flights that are separately ticketed. These shall be regarded as separate flight reservations.
“Ancillary Travel Services” means airport transfers, car hire reservations, local tours, train reservations, restaurant and show reservations, theme park passes and similar reservations;
“Insurance Policy” means a travel insurance policy that is obtained through the Agency. (PLEASE NOTE - Cancellation would generally only be possible for Out of Country Emergency Medical policies and prior to departure).
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*WOOD TRAVEL SERVICE FEES*

Service Fees **must** be paid in advance before cancellations or changes are made. These fees are in addition to any provider fees for cancellation/changes. To avoid any fees, Wood Travel strongly advises a travel insurance protection plan through Manulife that would cover the cost of fees you would incur. Please discuss this with your insurance provider.

1. Cancellation to a confirmed All Inclusive Package Reservation / **$250.00** per itinerary.
2. Changes to a confirmed All Inclusive Vacation Package Reservation or Cruise Reservation/ First change $50, every subsequent change at $75.
3. Cancellation to a confirmed Cruise Reservation / **$250.00**per itinerary.
4. Changes to a confirmed Cruise reservation / First change $50, every subsequent change at $75.
5. Cancellation of a confirmed Flight Reservation – *Domestic Travel* / **$50.00** for each person included in the reservation.
6. Changes to a confirmed Flight Reservation – *Domestic Travel* / First change $50, every subsequent change at $75.
7. Cancellation to a confirmed Flight reservation – *Transatlantic Travel* / $100.00 for each person included in the reservation.
8. Changes to a confirmed Flight Reservation – Transatlantic -- First change $50, every subsequent change at $75.

9. Cancellation of a hotel reservation - $100.00 per person

10. Changes to a hotel reservation - First change $50, every subsequent change at $75.
11. Cancellation of a confirmed Ancillary Travel Service reservation / **$75.00** per reservation
12. Changes to a confirmed Ancillary Travel Service / First change $50, every subsequent change at $75.
13. Cancellation of an Insurance Policy / **$50.00** for each person covered under the policy

14. Cancellation of a confirmed Group Package Reservation/15% of the full purchase price. No other fees for service will be added to this rate.
14. When you book with a travel voucher/travel credit, there is a $125.00 per person / $200.00 per couple / $300.00 per family charge.
15. Insurance requests for additional documentation/assistance for clients who had not booked with Manulife using our referral program / $50.00 per itinerary per request
16. Information requests that are not atypical of information not already provided to passengers (ex. policies and procedures of airlines, tour operators, etc., changes made in policy or procedures not already relayed to the passenger, etc). Information will be gathered from multiple sources and Wood Travel will liaise with providers for an in-depth report. These requests will be calculated on an hourly basis based on $100.00 per hour and a minimum of 5 hours to start. This amount is payable up front before the information request can be submitted for completion. Once compiled, Wood Travel will advise the final length of time and the final price will be adjusted accordingly. This fee includes wait times on phone calls to gather said information. During non-regular business hours should the request be urgent in nature, the fee will be at double the rate. Information requests can take from four to six weeks to be completed during normal working hours.

GST will be added to each Fee charged.
Update March 26, 2022.