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**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 hotel reservations, 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.

1. Cancellation to a confirmed All Inclusive Package Reservation / **$125.00** for each person included in the reservation
2. Changes to a confirmed All Inclusive Vacation Package Reservation or Cruise Reservation/ First change $35, every other change at $75 per itinerary
3. Cancellation to a confirmed Cruise Reservation / **$125.00**for each person included in the reservation
4. Changes to a confirmed Cruise reservation / $50 per change
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* / $25 per change.
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 -- $50 per change.
9. Cancellation of a confirmed Ancillary Travel Service reservation / **$75.00** per reservation
10. Changes to a confirmed Ancillary Travel Service / $25 per change
11. Cancellation of an Insurance Policy / **$50.00** for each person covered under the policy
12. When you book with a travel voucher/travel credit, there is a $125 per person / $200 per couple / $300 per family charge to rebook if the original booking was not handled by Wood Travel. If the travel credits/vouchers were issued and Wood Travel completed the initial booking that resulted in future travel credits/vouchers, there will not be a charge for the first booking. Should this booking not materialize due to cancellations, there will be a $125 charge per person/$200 per couple / $300 per family charge to rebook.
13. Insurance requests for clients who had not booked with Manulife using our referral program / $50 per person
14. Information requests on flights, prices, dates, etc $50, payable ***before*** work is completed.
14. 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 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, 2021