



Voyages Mémorables — Full Terms, Conditions, and Booking Policies for China Tours

Last Updated: February 2026

This document contains the complete and legally binding terms and conditions for all tours offered by Voyages Mémorables. Reviewing this document is mandatory before making a reservation.

I. Booking and Payment

A. Deposit and Final Payment

- Non-refundable deposit: \$450 CAD per person at the time of booking.
- Final payment: Due 60–120 days before departure depending on the tour.
- Failure to pay: If final payment is not received by the deadline, the reservation will be cancelled and all payments forfeited.

B. Payment Methods

- Interac e-transfer
- Canadian credit cards (Visa / Mastercard)

II. Cancellation Policy

All cancellations must be submitted in writing. Penalties are based on the date the written notice is received.

A. Land-only tours (no cruise)

Days Prior to Departure	Cancellation Charge
60+ days	Loss of deposit + administration fees
59 – 46 days	35% of total cost + administration fees
45 – 31 days	50% of total cost + administration fees
30 – 16 days	75% of total cost + administration fees
15 days or less	100% of total cost + administration fees

B. Tours with a cruise component

Days Prior to Departure	Cancellation Charge
120+ days	Loss of deposit + administration fees
119 – 61 days	50% of total cost + administration fees
60 – 37 days	75% of total cost + administration fees
36 days or less	100% of total cost + administration fees

Administration fees include

- Visa costs
- Airline cancellation fees
- Insurance premiums
- Amendment or service fees

These fees are non-refundable.

III. Price Adjustments, Modifications, and Services

A. Price Adjustments

Prices may change before final payment due to:

- Currency fluctuations
- Government taxes or fees
- Fuel surcharges
- Supplier-imposed increases

Prices are guaranteed only once final payment is received.

B. Itinerary Changes

Voyages Mémorables and its suppliers may modify the itinerary at any time due to:

- Weather
- Government restrictions
- Site closures
- Transportation delays
- Operational or safety reasons

Equivalent services will be provided when possible. No compensation is offered for equivalent substitutions.

C. Travel Documents

- Passport must be valid 6 months beyond return date.
- China visa required (not included).
- Clients are responsible for providing accurate personal information.
- Costs to correct errors are borne by the client.

D. Flights and Baggage

- Flights typically include one stopover with connections under 5 hours.
- Baggage allowance: 1 checked bag (max 20 KG) + 1 carry-on (max 7 KG).

E. Gratuities (Not Included)

Suggested range: \$140–\$280 USD per person for guides, drivers, and hotel staff depending on the length of the tour. Gratuities for the tour escort are not included and may be offered in person, based on your discretion.

F. Travel Insurance

Strongly recommended. Voyages Mémorables is not liable for costs related to:

- Illness
- Injury
- Unforeseen delays or cancellations
- Lost or damaged baggage

IV. Participation Requirements

A. Health, Mobility, and Safety

Tours may involve:

- Extended walking
- Stairs
- Uneven terrain

Clients must:

- Assess their physical ability
- Disclose mobility limitations

- Follow guide instructions

Voyages Mémorables may deny participation if safety is compromised. No refund will be issued.

B. Traveler Conduct

Voyages Mémorables may remove a participant for disruptive, unsafe, or disrespectful behaviour. No refund will be issued.

C. Unused Services

No refunds for:

- Missed excursions
- Unused meals
- Early departure
- Voluntarily unused services

D. Use of Photos, Videos, and Testimonials

During the tour, our team or local partners may take photos or short video clips of the group and activities. These images may be used on our website, social media, or other promotional materials to showcase the travel experience.

We may also use guest feedback or reviews as testimonials (for example, first name and city, or similar non sensitive identifiers).

If you prefer not to appear in any photos or videos, or do not wish your comments to be used as testimonials, simply inform your tour escort at the beginning of the trip, and we will respect your preference.

V. Force Majeure

Voyages Mémorables is not responsible for losses or delays caused by:

- Natural disasters
- Pandemics
- Political unrest
- Strikes
- Government actions
- Events beyond our control

Alternative arrangements may be offered but are not guaranteed.

VI. Release from Liability

Voyages Mémorables acts solely as an agent for independent suppliers (hotels, airlines, ground operators, etc.). You agree that Voyages Mémorables is not liable for any negligent or willful act or omission of any supplier or third party.

VII. Licensing, Trust Account, and Operator

- Voyages Mémorables is a licensed travel agency (License #703564).
- Your funds are protected by FICAV.
- The principal tour operator is TRIPOPPPO INC. (TICO #50027839).