Doctors-on-Tour >

Doctors-on-Tour was created in 2000 and specializes in offering ecological, cultural, gastronomical and adventure travel to exotic destinations for physicians who want to combine learning and travelling. Our programs offer targeted educational programs offering updates on current topics of interest together with meetings and discussions with local health care representatives to specifically discuss common medical developments in, and challenges facing, the local health care systems in both Canada and the country where the meetings and discussions are being located. This also includes in-depth tours of hospital facilities (both public and private) in order to meet with local medical practitioners and review, and compare, facilities, techniques and practices on a first hand basis. We offer programs in several worldwide locations including to such diverse and intriguing areas as South America (Brazil, Chile/Argentina, Ecuador/Peru), Africa (Kenya/Tanzania, South Africa, Zanzibar, Kilimanjaro climb), India, South East Asia (Vietnam, Cambodia, Laos & Bali), New Zealand and Europe (Eastern Europe, Spain).

Additional information, including detailed program brochures downloadable in pdf format and recent testimonials, can be found at www.doctorsontour.ca. The company is a licensed retail travel organization under The Travel Industry Act of Ontario thereby affording complete protection of all monies paid prior to departure. (TICO registration no. 50009110).

Contact us at -

tel: 416-231-8466
toll free: 1-855-DOC-TOUR (362-8687)
fax: 1-888-612-1459
e: info@doctorsontour.ca
Dr. Rachel Kassner, M.D.  >

Dr. Rachel Kassner (Group Medical Director) was born and raised in PEI where she first started practicing medicine. She then spent 16 years practicing in Toronto, and then returned to Charlottetown in 2002 to continue her practice as a Family Physician. She is the former head of the Department of Family Medicine at the Queen Elizabeth Hospital, is Past President and Past Chair of the Medical Society of PEI, and is a member of the governing Council of the College of Physicians and Surgeons of PEI. She is a physician liaison on the project to implement unified electronic health records Province-wide. She is also a member of the Advisory Board of the Dairy Farmers of Canada, sits on the PEI Narcotic Prescription Monitoring Program Committee, and the PEI Provincial Cancer Coordination Steering Committee.

This is Dr. Kassner’s eighth venture with Doctors-on-Tour having previously led CME programs to Ecuador, the Galapagos and Peru, Kenya, Tanzania & Zanzibar, South East Asia, Brazil, Spain, South Africa and China.

The Destination…  NEW ZEALAND

New Zealand is a unique land of breathtaking scenery that includes some of nature’s most surreal and stupendous ideas, from flightless birds to gigantic kauri trees. Superlatives abound here and visitors may struggle to adequately describe everything they see and experience.

Thrust into the world’s spotlight by the success of The Lord of the Rings trilogy, the country has seen a massive surge in visitor numbers and continues to reap the benefits of this cinematic triumph; and if the country overwhelmed and wowed viewers on the big screen, it’ll leave them breathless when they arrive and explore its remote, rugged and remarkable landscape in reality. New Zealand is deceptively diverse and complex, punching well above its weight in terms of what it can offer to both the first-time and repeat visitor.

It is a country made up of two major islands, simply called North and South Islands. They contrast in not only terrain and physical features but also in character and attractions.

The North Island is less dramatic visually than its southern counterpart, but is home to around two thirds of the country’s inhabitants. The majority of the major urban centres are here, including the capital Wellington, situated between green hills and a magnificent harbour and renowned for its natural beauty and also its arts, and culture; and the largest city Auckland, known as “The City of Sails” with its numerous boats moored in its attractive harbour. And, not to be missed is Rotorua, a volcanic geothermal wonderland of spouting geysers, steaming hot springs and boiling mud pools and also the centre of Maori culture. But as well as being the more vibrant and multicultural of the islands, nature is still a major player here, with volcanoes, swathes of forest, gushing rivers, spectacular thermal regions and a mass of outdoor activities to undertake.

The South Island, in contrast, is home to far fewer people, but boasts the country’s most spectacular scenery. Empty beaches, soaring mountain ranges, glaciers, fjords and wide-open expanses are all waiting to be discovered. Christchurch, steadily recovering from the 2011 earthquake is a charming city with a strong English atmosphere. Queenstown, located on Lake Wakatipu is the perfect centre to visit the fiordlands, including the majestic Milford Sound with its mountain peaks and cascading waterfalls as well as the Milford Track trek from the Sound to attractive Lake Te Anau through breathtaking alpine and fiord scenery.

New Zealand revels in its status as a world leader for ecotourism and has developed into one of the cleanest and greenest countries in the world. There are 14 national parks throughout the country and almost a quarter of New Zealand is protected land. Home to a mass of animals and birds including the reclusive kiwi, fur seals, yellow-eyed penguins, Hooker’s sea lions, dolphins and whales, New Zealand is also a haven for wildlife enthusiasts and birdwatchers. Native trees and indigenous flora provide spectacular surrounds in which to seek out these local residents.
Pair the country’s natural traits with a cultural resurgence that’s seeing local films, literature, painting, sculpture and design gaining more and more attention, and there’s a destination that’s becoming increasingly cosmopolitan. Maori culture is thriving and the overall blend of indigenous and European culture provides a unique combination that’s worth exploring in galleries, museums and theatres across the country. Throw in some exceptional local food and world-class wine, a slow food scene, thriving café culture, and a mass of regional specialities, and there’s yet another reason to tour this small, but mighty, country.

Additional info can be found at:

http://www.newzealand.com/

The Academic Program (approximately 15 CME hours) …

The detailed program itinerary below provides information on the various medical facilities that we will be visiting to learn more about the healthcare system in New Zealand including an opportunity to learn about Integetive Maori Medicine. There will also be a series of lectures throughout the tour from both local physicians and Canadian presenters together with interactive discussions, and complete information on the individual medical topics being presented will be included with your pre-departure documentation. In addition, any physician who would like to make a short presentation at the Academic Conference should register their interest by completing the relevant section of the program registration form and the Group Medical Director on this program, Dr. Rachel Kassner (tel:1-902-892-9992, e: rakassner@islandtelecom.com will contact you directly.

A certificate of attendance will be provided to all attendees of the Academic Program.

Note re gratuities…

Suggested total gratuities for the entire duration of the two week tour are NZ$80/person (approximately Cdn$80). This amount will cover the local Tour Director / guide who will be with the group for the entire duration of the tour as well coach drivers on each of the North and South Island. This total amount (NZ$80/person) will be collected by the Group Leader, Dr. Rachel Kassner, in cash at the commencement of the trip.
DAY 1 – Jan 5, 2018 (Fri) – Depart Toronto

Depart Toronto in the afternoon for your flight to New Zealand on Cathay Pacific. Specific flight times / routing will be forwarded upon registration.

DAY 2 – Jan 6 - In transit across the international date line

DAY 3 – Jan 7 - Arrive Auckland (North Island, New Zealand) (D)

Improbably strung across a series of volcanoes, and punctuated by islands of green, Auckland is one of the most beautiful cities in the world. It is also extraordinary for the diversity of its population, with one-third of its residents born overseas. This makes it a genuine cultural melting pot and the most vibrant city in New Zealand.

For unparalleled beauty, consider Auckland’s natural assets. Framed by the summit of Maungawhau (Mt Eden), it is surrounded by the sweeping expanse of Waitematā Harbour to the north-west, with the distinctive cone of Rangitoto Island and the islands of the inner Hauraki Gulf to the north-east. On a clear day, Little Barrier (Hauturu) and Great Barrier (Aotea) islands and the Coromandel Peninsula shimmer in the distance.

Thanks to its location on a narrow isthmus, Auckland’s districts weave around bays and harbours, so you’re never far from the water. In total, Auckland and its surroundings are blessed with over 1,600km (994 miles) of unpolluted coastline featuring glorious beaches, so it’s no surprise then that the city is obsessed with sailing, with more boats per capita in Auckland than any other city in the world, earning it the moniker ‘City of Sails’.

Aside from its natural assets, Auckland is the country’s most culturally diverse city, home to a significant Polynesian, Asian and Maori community, who make up almost half of it’s population. This diversity is reflected in Auckland’s eclectic restaurants serving quality Pacific Rim cuisine and its lovely boutiques and fine shops. Despite the fact that it’s the country’s largest city, it’s surprisingly small and has a village-like ambience. From its vibrant, regenerated waterfront and ever-expanding Downtown district to its hip suburbs with their Edwardian and Victorian delights, Auckland teems with delights.

Afternoon arrival in Auckland where you will be met by your guide from our local tour operator partner in New Zealand who will assist you to your waiting coach. Transfer to your hotel for check-in. Afternoon at leisure to relax after your transpacific flights.

Dinner this evening will be in the hotel.

Overnight in Auckland.

DAY 4 - Jan 8 – Auckland city tour (B, D)

Physicians - Morning visit to Starship Children's Health to learn about the New Zealand healthcare system and meet with local doctors. Opened in 1991, this is one of the first purpose-built children's hospitals in New Zealand, and the largest such facility in the country. While a separate facility, it is located on the same Grafton-area grounds of Auckland City Hospital in Auckland City and adjacent to the Auckland Medical School.
Non-physicians - morning at leisure - maybe a ride on the historic tram, some shopping or a visit to the Botanical Gardens.

In the afternoon, all participants take an orientation tour of Auckland city. See first hand why is it known as the City of Sails as you enjoy a trip over the Harbour Bridge and through the Viaduct Harbour. The city of Auckland, with a population of almost one million, is the main gateway city to New Zealand. The dominating features of Auckland’s cityscape are the graceful lines of the Harbour Bridge, the sparkling waters of Waitemata Harbour and Hauraki Gulf.

In the evening you will be transferred to the harbour and board the Pride of Auckland dinner cruise. Watch the fairy-tale lights of Auckland city pass by! A truly unique combination of sailing and dining, with a set fresh seafood menu! Enjoy the finest fresh produce in a calm and magnificent harbour setting. Your crew will be your hosts, cook and serve your meal and ensure your comfort. Then weigh anchor and the sails go up for an exhilarating after dinner sailing experience. (windproof and waterproof jackets provided to keep you warm and dry).

Return to the hotel.
Overnight in Auckland.

DAY 5 – Jan 9 – Auckland - Waitomo - Rotorua (B, L, D)
Rotorua - the home of fascinating Māori culture, hot springs and boiling mud pools. No visit to New Zealand would be complete without stopping here. Rotorua is one place where the turbulent forces that formed New Zealand are most evident. This city, on the Volcanic Plateau, has one of the world’s most lively fields of geothermal activity and sits squarely on the Pacific Rim of Fire and it’s potential as a spa destination was recognized as early as the 1880s. It is also the ancestral home of the Te Arawa people who settled here more than 600 years ago and their presence offers the visitor numerous cultural experiences.

This morning, bid farewell to the city of sails and travel south via Te Awamutu and Hamilton past the Waikato Valley. The whole region is riddled with caves and strange limestone formations. At the famous Waitomo Glow Worm Caves enjoy the world famous boat ride under thousands of magical glowworms and become a part of over 120 years of cultural and natural history. The lights are actually a type of gnat larvae which have luminescent organs producing a soft, greenish light.

Enjoy a BBQ buffet lunch at Waitomo Homestead before continuing by coach to Rotorua and checking into your hotel.

This evening you will be treated to a traditional Hangi (feast) and Maori Concert. We are transferred from our hotel to visit Tamaki Maori Village for a Cultural Experience and Hangi Dinner. Experience the warmth of the Maori people during an evening of ceremonial rituals, powerful cultural performance, storytelling & hangi feasting. Enter the pre-European Maori village, witness the earth being scraped carefully away from the hangi pit and enter their ancestral Meeting House to relax as their family entertain you with a powerful cultural performance before dining on the traditional hangi buffet dinner (Maori feast) cooked the traditional Maori way in an earth oven.

Overnight in Rotorua.

**DAY 6 – Jan 10 - Rotorua and region (B, D)**

**Physicians - Visit to** Maori Health Centre to learn about traditional healing. Your local Maori guide will take you on a short walking tour of the immediate area to visit significant sites to the local tribe and then continue down to the village of Ohinemutu on the shores of Lake Rotorua, for an exclusive private guided tour through the village. This will include a visit to the local Maori Health Centre including a presentation and discussion with the manager and staff over morning tea. Following this there will be an exclusive interaction and hands on activity with a traditional Maori healer.

**Rongoā Māori** is a ancient traditional integrated healing system. Matauranga Māori – Māori Wisdom knowledge was passed on by direct transmission orally i.e. chanting, karakia – invocation. There are diverse tribal practices which are specific to the geographical location, i.e. forest, coastal, lakes and mountains. Wairuatanga – Wisdom knowledge is the foundation which encompasses herbal remedies, body therapies and spiritual practices. Native Plant remedies known as Rongoa Rākau provide the herbal pharmacy from which skin ailments, urinary tract, digestive and circulatory remedies are used to assist the holistic healing process.

**Non-physicians** are taken on a scenic drive out to the Rotorua Lake District followed by a walk through the Giant Redwood Forest.
In the afternoon, visit the **Buried Village** - with its award-winning museum, recreated pioneer cottage, Maori whare and excavated sites, this is a must-see attraction for anyone visiting Rotorua. The scenic nature trail, which includes a walk to the stunning Waiarete waterfall, and Vi's Teahouse onsite are attractions in their own right. The excavated village offers a first-hand insight into the chaos and mayhem that transpired the night Mount Tarawera erupted. It is an authentic appreciation of the people of Te Wairoa, both Maori and European, on how they lived… and died.

Rotorua is famous for the fascinating nature of New Zealand’s most spectacular volcanic area and no visit would be complete without a visit to **Hells Gate**, home to New Zealand’s most active geothermal field that features erupting waters, steaming fumaroles, pools of boiling mud, mud volcano and the largest hot waterfall in the Southern Hemisphere. Hear, see and feel the 700 years of interaction of our Maori people then the European settlers with this unique place, its sulphurous waters and geothermal mud’s. Learn the astounding science of this unique resource.

End this memorable day with a visit to the **Rotorua Museum**. Discover the great stories of the Rotorua region through the innovative exhibitions and cinema experiences. Learn about the rich culture, volatile landscape and legendary figures that have shaped this fascinating region. The innovative exhibitions and entertaining cinema experiences will capture your imagination. Discover the great stories of the Rotorua region. The stunning Bath House building can be explored from the mud bath basement to the viewing platform on the rooftop.

In the evening, dinner will be at a local restaurant. Overnight in Rotorua.

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**Day 7 – Jan 11 – Rotorua - Napier (B)**

**Napier**, or the Art Deco Capital of the World, as it is often called, is the regional center of Hawke’s Bay New Zealand and is the main point for the export of wool as well as fruits. The Napier area is believed to have been settled by the Maori as early as the 9th century. In 1769, Captain James Cook arrived in this area, which was the first part of New Zealand to be sighted by him. The town was founded in 1854 and named after Sir Charles Napier, the British military hero who fought in Sindh, India. Napier was thoroughly destroyed by the earthquake of 1931 and, as a result, was rebuilt in the Art Deco style which was fashionable in those days. The town has some of the best preserved Art Deco buildings in the world on par with South Beach, Miami. The town also serves as an excellent base to explore the world famous Hawkes Bay wine area.

Depart Rotorua to Napier. A pleasant drive will take you into the heart of the Hawke’s Bay area, well known for its fruit growing and wine industry, the latter producing around 60% of New Zealand’s wine product.
In the afternoon take a specialised **Art Deco tour of Napier**. Napier’s now famous Art Deco reputation was a result of the massive earthquake of February 1931 and the subsequent rebuilding of the city in the Art Deco style so popular in the 1930’s. Registering 7.9 on the Richter scale, the earthquake levelled almost all of the buildings in Napier and raised the sea bed by 2.5 metres.

This tour combines a gentle walk through Napier city centre with a guided coach tour of the wider Napier area and is a truly complete Art Deco experience. Joining your coach, an Art Deco Trust guide will provide commentary on a tour including Ahuriri port and the 1930s residential suburb of Marewa. Disembarking at the Art Deco Centre, enjoy a walking tour through the city centre, providing a fascinating insight into the 1931 earthquake and the city’s rebirth into a world renowned Art Deco gem.

Evening at leisure. Overnight in Napier.

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**DAY 8 – Jan 12 – Napier winelands (B, L)**

Today you will take a comprehensive tour of the winelands of the area, including wine tastings and tours of several wineries. Visit the world famous **Gimblett Gravels Winegrowing District** and take time to look at the type of ground conditions the vines are growing in. Visit New Zealand’s only winery museum and take a tour through the winery and also explore the old semi-underground fermentation tanks of yesteryear that are now set up as a museum and also many natural cellars. The wine making process will be explained from the arrival of the grapes through to the finished wines… white and reds separately.

Lunch will be at one of the local wineries. Overnight in Napier

**Gimblett Gravels is** a brand representing some of the world’s finest full bodied red wines created from a special terroir located in Hawke’s Bay, North Island, New Zealand.

In 2001, wine producers and winegrowers with land in this special area, formed the Gimblett Gravels Winegrowers Association in order to, collectively, promote wines from this special area to the world. The Gimblett Gravels brand combines the French concept of terroir with modern day thinking to define, protect and market wine. In what is believed to be a first for winegrowers in the New World - wine growing countries outside Europe - Gimblett Gravels wines are based on the ultimate designation of their district according to a tightly specified soil type as the Gimblett Gravels Winegrowing District, covering 800ha, is strictly determined by the gravelly soils laid down by the old Ngaruroro River, which were exposed after a huge flood in the 1860’s.
DAY 9 – Jan 13 – Napier - Wellington (B)

Named after the Duke of Wellington, Arthur Wellesley, and situated at the southern end of the North Island, Wellington is the capital and the political center of New Zealand and was recently named “the coolest little capital in the world” by Lonely Planet. Nestled between a sparkling harbour and rolling green hills, New Zealand's capital city is renowned for its arts and native beauty as well as being the best place to experience the art and culture of the Maori and Kiwis. Art galleries, museums and theaters abound in Wellington, including the renowned Te Papa National Museum of New Zealand. Known as the culinary capital of New Zealand, Wellington is famous for its tucked-away bars, quirky cafes, award-winning restaurants and great coffee.

Today drive from Napier to Wellington, the capital of New Zealand. Your journey will take you across the Rimutaka Ranges with it's spectacular landscapes.

Check into your hotel.

Evening at leisure. Overnight in Wellington.

DAY 10 – Jan 14 – Wellington (City tour) (B, L)

Physicians - Morning medical conference at hotel.

Non-physicians will enjoy leisure time to continue to explore New Zealand's capital independently.
Lunch will be at a local restaurant before taking an orientation tour of Wellington. Enjoy harbour and hill views from some of the city's most spectacular vantage points, as well as pass by many of Wellington’s most famous sights, landmarks, and icons including the largest wooden building in the Southern Hemisphere and various buildings exemplifying classic early Wellington architecture. Enjoy breathtaking 360-degree views of Wellington City, hills and the harbour from the summit of Mount Victoria, and drive around the rugged and scenic bays of Wellington Harbour. Complete your day with a ride on the historic cable car up the hill to Kelburn for amazing views over the city.

Evening at leisure. Overnight in Wellington.

**DAY 11 – Jan 15 – Wellington (Academic Conference, Te Papa Museum) (B, D)**

**Physicians** - Early morning visit to a Wellington Hospital to continue to learn about the New Zealand healthcare system and meet with local doctors.

In the afternoon, walk to Te Papa Museum. The Museum of New Zealand, Te Papa Tongarewa, is the national museum and art gallery of New Zealand. It is branded and commonly known as Te Papa and Our Place; “Te Papa Tongarewa” is broadly translatable as “the place of treasures of this land”. Experience an in-depth tour of Te Papa’s collection highlights for an overview of what makes New Zealand unique. Explore New Zealand diverse natural environment, experience Māori culture and treasures, and learn about the country's art and colonial history. Discover this vibrant land, its dynamic culture, and the spirit of its people.


Dinner at a local restaurant. Overnight in Wellington.

**DAY 12 – Jan 16 – Wellington - Queenstown (B, D)**
Situated in a spectacular setting on the banks of Lake Wakatipu and surrounded by the Richardson and Eyre mountain ranges, Queenstown is known as one of the world’s top adventure capitals as well as serving as an excellent base from which to take day trips to the world famous natural attractions such as Milford Sound and Te Anau in the Fjordland National Park. Some say its name was coined by gold prospectors, captivated by the regal beauty of the surrounding mountains and rivers. It’s iconic scenery also resulted in the city and the surrounding area being the backdrop for many of the scenes in the highly-acclaimed “The Lord of the Rings” movie trilogy. Queenstown’s dining scene and watering holes are also legendary with its compact size making for a vibrant atmosphere in any season.

Transfer to Wellington airport for your morning flight to Queenstown on New Zealand’s South Island. Transfer to your hotel for check-in with afternoon at leisure to begin exploring this magnificently located town.

In the evening, take a local steam ship, the TSS Earnslaw across stunning Lake Wakatipu to Walter Peak High Country Farm where you will enjoy a farm tour, including seeing the legendary New Zealand sheepdogs, and a delicious gourmet BBQ dinner. A dining experience that’s unlike any other in Queenstown, disembark at Walter Peak where you will be escorted through the lakeside gardens to the recently refurbished Colonel’s Homestead. Relax in the unique ambience in front of a roaring open fire and soak in the views from this stunning lakeside setting while the chefs prepare a gourmet BBQ on the outdoor grill. Enjoy a selection of succulent New Zealand meat and seafood accompanied by delectable seasonal salads, tasty dessert treats and local cheeses.

After your meal, enjoy an entertaining farm experience which provides an insight of life in the New Zealand high country including a sheep shearing demonstration. The night-time cruise home is magical - join in the camaraderie of a sing-a-long with the ship’s pianist on the return journey.

Overnight in Queenstown.

**DAY 13 – Jan 17 – Milford Sound cruise (B, L)**

Situated on the west coast of the South Island, Milford Sound is a fusion of spectacular natural features with amazing visual cues around every corner. Described by Rudyard Kipling as the ‘eighth wonder of the world’, Milford Sound is a breathtaking, 16km long fjord carved by glaciers out to the Tasman Sea during the ice ages. The fiord’s cliffs rise vertically from the dark waters, mountain peaks scrape the sky and waterfalls cascade downwards, some as high as 1000 metres. It is breathtaking in any weather. and, when it rains in Milford Sound, and it often does, those waterfalls multiply with magnificent effect.
From Queenstown, travel along the shores of Lake Wakatipu and through the rolling countryside to **Te Anau** - a picturesque town on the eastern shore of Lake Te Anau, the largest lake in the South Island in **Fiordland National Park**. Lake Te Anau is the largest lake in the South Island. There will be time for photo stops and short walks along the way. On reaching **Milford Sound**, enjoy a full length cruise of the fiord in modern, purpose built vessels offering excellent viewing of waterfalls, rainforest, mountains and wildlife with large windows, spacious decks and comfortable lounges. Following the cruise, return to Queenstown.

Overnight in Queenstown.

**DAY 14 – Jan 18 - Dart River Jet Wilderness Safari (B, L)**

Today, you'll experience the area's longest exhilarating wilderness **jet boat journey** as you navigate the ever changing shallow channels of the glacier fed **Dart River's braided river system**. Several stops along the way to highlight and discuss points of interest that make this such a unique area of natural and cultural importance.

Explore the unique vegetation and wildlife on a guided walk through ancient native forest, and discover why New Zealand is in a very real sense the 'Ark' of the ancient super continent, Gondwanaland.

Upon your return, ride the **gondola to Bob's Peak** and enjoy lunch at the Skyline Restaurant with breathtaking views over the lake and mountains.

Afternoon and evening at leisure to explore this spectacular town independently.

Overnight in Queenstown.
It seems improbable that you could find a glacier on a South Pacific island and ice in a temperate rainforest, but that’s New Zealand for you - full of surprises. Nowhere else in the world outside arctic regions will you find glaciers just 300m (1,000 ft.) above sea level and just 12km (7 1/2 miles) from the sea.

Franz Josef Glacier is one of two glaciers (the other being Fox Glacier) which are just a small part of the 115,000-hectare (284,000-acre) Westland National Park, an impressive area of high mountains, glacial lakes, and rushing rivers. In 1990, the combined Mount Cook/Westland National Parks, Fiordland National Park, Mount Aspiring National Park, and all the significant adjacent natural areas were incorporated into a single vast Southwest New Zealand World Heritage Area (Te Wahipounamu), which contains about 10% of New Zealand’s total land area, or 2.6 million hectares (6.4 million acres).

Today, head north along the West Coast on the spectacular Route 6 from Queenstown to Franz Josef Glacier in the Westland / Tai Poutini National Park. Drive past stunning lakes, including the crystal clear waters of Lake Wanaka, and lush rainforests as you traverse the Southern Alps via the 564m Haast Pass, named after Julius von Haast, a 19th-century explorer who was also geologist for the Provincial government of Canterbury.

Arrive at Franz Josef and check-in to your hotel. Dinner at the hotel. Overnight in Franz Josef.
Day 16 – Jan 20 – Franz Josef - Tranz Alpine Express - Christchurch (B, D)

Known as the "Garden City", Christchurch is interwoven by two rivers linking parks, gardens and avenues. Bordered by the Port Hills and the Pacific Ocean, it is situated on the Canterbury Plains with the Southern Alps as a majestic backdrop. The award-winning Christchurch Botanic Gardens feature one of the finest collections of exotic and native plants found in New Zealand,

In February 2011, Christchurch was hit by a huge earthquake. Much of the central city with its classic neo-gothic architecture was destroyed. But it remains a beautiful city, a city where you can cycle alongside the river or indulge in fine sophisticated dining. The historic buildings remaining are being restored and quake-proofed and the old tram is back on the tracks running from New Regent Street, the 1930s Spanish Mission retail pedestrian street, through ‘the square’, past the Arts Centre and onto the gothic revival building which houses the 1869 Canterbury Museum.

Continue today on Route 6 beside the Southern Alps as you continue to head north through these spectacular landscapes.

Stop at the coastal town of Hokitika, one of the early historic mining towns first settled in 1860, after the discovery of gold on the west coast. It was an important river port, but many ships came to grief on the notorious ‘Hokitika Bar’ – a sandbar that shifts with every tide. However, before the gold rushes, Maori were already heading here in search of another precious stone – pounamu which was prized for its strength, durability and beauty and used for weapons, tools and personal ornaments – it also denoted great status. Pounamu was found in the Arahura River and is also known as greenstone or New Zealand jade. Visit a local Jade Factory to see how the stone is finished and made into beautiful jewelry and ornamental pieces.

Continue along the coast and then inland to Arthur’s Pass to board the famous Tranz Alpine Express to Christchurch. Enjoy thrilling vistas over deep gorges along one of the most spectacular train journeys in the world. Travel alongside the ice-fed Waimakariri River and traverse the mighty Southern Alps where chiseled alpine landscape will take your breath away at every turn.

Upon arrival at the station in Christchurch you will be transferred to your hotel.

Farewell dinner will be at Curator’s House.

Overnight in Christchurch.
DAY 17 – Jan 21 – Christchurch - Auckland (B)

Free time to explore Christchurch independently on the final day of your tour before being transferred to the airport for your afternoon flight from Christchurch to Auckland where you will make an enforced overnight stopover in an airport hotel before continuing on to Toronto the following day.

DAY 18 – Jan 22 (Mon) – Auckland - Toronto (B)

Return flight to Canada on Cathay Pacific. Specific flight times / routing will be forwarded upon registration.

Arrival back in Toronto on the evening of January 22, 2018 as you gain time and cross back across the international date line.

The hotel bases...

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<tr>
<th>CITIES</th>
<th>HOTELS</th>
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<td>Napier (2 nights)</td>
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<td>Franz Joseph Glacier (1 night)</td>
<td>Franz Joseph Scenic Hotel (4*)&lt;br&gt;<a href="http://www.scenichotels.co.nz/hotels/scenic-hotel-franz-josef-glacier">http://www.scenichotels.co.nz/hotels/scenic-hotel-franz-josef-glacier</a></td>
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<td>Christchurch (1 night)</td>
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As denoted above, the accommodation will be in 4 star properties. (In the unlikely event that a property needs to be changed it will be substituted with one of a similar standard)
The price... Cdn $10,995 / person (Register by July 31, 2017 and save $500/person)!

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<tr>
<th>Pricing (exc. Insurance) / per person - Cdn$</th>
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** Single share matching fee – can't find a traveling partner but don't want to pay a single supplement? We'll keep our eyes open for similar clients and try and find you a compatible person to share a room with.

Preferred rate upgrades are available on Cathay Pacific to **Premium Economy and Business class** cabins (see our registration form for details).

**CANADIAN $ PRICING**!

Please note, unlike many programs offered by other companies which are quoted in US$ (and are also usually land only prices excluding air fare), our prices remain in Canadian$ - and, with a premium now of around 35% (at June 2017) when paying in US$, this makes a significant difference.

**COST EFFICIENT INVOICING**!

For invoicing purposes re Academic Program registrants and their companions, we can also provide a separate invoice with the registrant's air cost plus 100% of the accommodation costs included in the registrant's invoice.

**REPEAT CUSTOMER DISCOUNT**

If you are one of our many repeat clients, having travelled with Doctors-on-Tour on one of our previous educational tours, you are eligible for our Repeat Customer Discount. Simply deduct $100 /person for each separate tour that you have travelled with the company on up to a maximum of $300 /person (ie travelled on one previous tour, deduct $100; two tours, $200; three or more tours, $300). **Please note, this discount is subject to the payment(s) for the tour being made by cheque.** The discount is to be made from the final balance payment with the deposit amount being paid in full.

**NEW! - ONLINE REGISTRATION FORM**

Our [online registration form](https://fs22.formsite.com/Doctorsontour/NZ1801/index.html) may be accessed via the direct link below -


**REGISTER BY JULY 31, 2017 AND SAVE $1,000/COUPEL !!**
Inclusions and exclusions...

**Included** in the price:

- Round trip international flights on Air New Zealand from Toronto (or Vancouver) to Auckland, New Zealand
- Domestic flights in New Zealand (Wellington-Queenstown and Christchurch-Auckland)
- Modern, air conditioned coach transportation (including bottled water)
- All meet and greet services and arrival and departure transfers
- 15 nights in 4 star hotel accommodation as specified
- 15 breakfasts, 5 lunches, 8 dinners
- Comprehensive daily itineraries including privately escorted tours of local cultural sites, museums and attractions
- All admission fees (except those specifically noted above)
- Visits to local wineries highlighting the different grapes of the regions, including wine tasting
- Milford Sound Cruise
- Dart River Jet Wilderness Safari
- CME program including tours of various local medical facilities (Academic Program Certificate provided)
- Fully escorted program including services of local cultural experts
- Porterage

**Exclusions**

- Any meals or activities not mentioned above
- All items of a personal nature such as telephone / internet usage, laundry services etc
- Gratuities
- Local and international airport departure taxes (none at June 2017)
- Travel insurance – please note, **travel insurance (including medical and trip interruption coverage) is highly recommended** for this tour. Coverage is available through Doctors-on-Tour – please check for further details in our brochure.

**OUR PROGRAMS HAVE LIMITED CAPACITY AND ARE SUBSCRIBED FOR MANY MONTHS IN ADVANCE AND THEREFORE RECOMMEND REGISTERING AS SOON AS POSSIBLE IN ORDER TO GUARANTEE YOUR RESERVATION.**


**Misc information you need to know re New Zealand...**

**Travel documentation and visas**

An entry visa is not required for Canadian citizens but your passport must have an expiry date no earlier than 3 months after your scheduled departure date from New Zealand.

**Mandatory vaccinations** - None

Recommended vaccinations - Hepatitis B, Measles
**Travel insurance information… Coverage available through Manulife Insurance**

We strongly recommend that you take out travel insurance to protect you against the unexpected due to, in particular, limited provincial health care coverage afforded to Canadians while traveling overseas and the cancellation provisions inherent in your booking. We offer two insurance coverage options –

**Non-medical Inclusive package** - There are significant inherent cancellation penalties associated with your booking as detailed in our booking terms and conditions and this insurance package provides coverage for all monies paid for your trip if you should have to cancel due to medical, or other listed, reasons either relating to yourself or a member of your immediate family. It also covers you for trip interruption costs short notice return flight home etc) for medical reasons again, either relating to yourself or an immediate family member as well as flight and travel accident and baggage insurance.

**All-Inclusive package** – provides coverage for all the components in the non-medical package, plus unlimited health coverage while in the destination

Note, if you believe you may have coverage through your **credit card** we would strongly advise checking with the credit card company the actual coverage afforded to ensure it covers medical, trip cancellation and trip interruption as not all of these items are covered (or may only offer limited coverage as to trip duration or insured $amount in the event of a claim - sometimes as low as only $1,000 per person ) by all kinds of cards.

**"Cancel for any reason (CFAR)" coverage** - NEW and at no additional cost!!

So long as you purchase either of the two insurance policies above at the same time as your tour booking, you are automatically entitled to this added benefit of CFAR coverage whereby, if you need to cancel your tour booking up to 14 days or more before departure for any reason, your policy will refund you up to a maximum of 50% of the cancellation penalties incurred. This is excellent peace of mind coverage to protect you against (50% of the) cancellation penalties incurred in a situation where the reason for cancellation is not one of the regular covered risks in your policy (ie it is essentially "change of mind" insurance).

Our insurance premiums (dependent upon your age at the time of purchasing insurance and your total tour costs) are below -

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<tr>
<th>Total Insurable Costs ($/Person)</th>
<th>Non-medical Inclusive</th>
<th>All-inclusive Plan</th>
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<tr>
<td>Age &gt; 0-54</td>
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For residents of Ontario, simply accept your choice of insurance (Non-medical Inclusive or All-Inclusive coverage) on our online registration form and we will apply the premium above on your invoice confirmation (if using our pdf registration form, enter the applicable premium from the above table when completing the registration form).

For residents of Canadian provinces other than Ontario, insurance regulations state that travel insurance should be taken out directly with Manulife Insurance, albeit through a direct web link hosted on our website, i.e., you should purchase your travel insurance policy by clicking on the Manulife Insurance button in the “Useful Links and Files” section of our New Zealand webpage within the Upcoming Programs section of www.DoctorsonTour.ca.

A detailed overview of coverage benefits and limitations of each insurance policy that we offer through Manulife may be found at -

www.doctorsontour.ca/manulife-travelinsuranceguide.php

Non Canadian residents should make their travel insurance arrangements independently, as our travel insurance provider, Manulife insurance, only allows for travel insurance coverage to be sold to Canadian residents.
What our physicians have said about our previous educational escapes…

*Great hotel facilities, excellent service – an extremely enjoyable, and educational, week*
Dr. Doug Wooster, Toronto – Chile, 2005

*Great company, well organized and interesting tours, educational lectures and great food (and wine…!l) – Fantastic trip!*
Dr. Ray Martin, Toronto – Argentina, 2006

*Thanks for planning such an amazing trip. Our congenial group enjoyed so many rich experiences together and collected memories to last a lifetime. Each day was an adventure!*
Andrea Maurice – Vietnam / Cambodia, 2007

*I want to express our appreciation for a wonderful trip. The tour operator and the guides were excellent and everything went very smoothly….. this was a tremendous trip which we will need to review again over the coming days to catalogue and appreciate all the places we visited and the marvelous things we saw.. Thanks again for all the hard work in putting the trip together with the memorable result that was achieved…*
Dr. Rudy Hyles, Mississauga – Ecuador & The Galapagos, 2008

*Wonderful people! Wonderful places!*  
Dr. Phil McGuire, Ottawa – Peru, 2009

*The organization and accommodation were both excellent. We were always looked after with consideration and provided with a wide variety of interesting activities and experiences. The guides were most helpful and informative. A wonderful tour!*  
Dr. Michael Dales, Toronto - Ecuador & The Galapagos, 2009

*I do not have words to express my appreciation and admiration for the your hospitality and service provided by your company and your partners on the ground in India*  
Dr. Sudhir Pandya – Northern India, 2009

*A wonderful trip. It was amazing to see so many different animals co-existing on the beautiful African plains. The Kenyan and Tanzanian people we met were gracious and welcoming. Our host/trip manager was excellent - very bright, knowledgeable, good problem solver, great people skills - a delightful man who really made our trip memorable. Our guide/driver was also excellent - very knowledgeable, an excellent driver and keen to make our safari experience a good one. We had lots of fun and learned a lot from him. I loved the parks and reserves - the Serengeti and Ngorongoro are absolutely amazing*.  
Andrea Maurice, Toronto – Kenya & Tanzania – March, 2010

*The guides throughout the trip were superb, well informed with excellent local knowledge and willing to discuss any topic! The visits to the local hospitals were excellent. A fantastic tour!*  
Dr. Linda Stirk, Toronto - Ecuador & The Galapagos (and Peru), 2010

*We had a great visit to the Falls. Stefani was a very helpful guide. The hotel and facilities were fabulous. The tour overall was an exciting experience. Thanks to you both and Ian for the hard work and planning.*  
Dr. Hirsch and Indra Rastogi, Ancaster – Brazil, 2011

*In addition to exploring the fantastic sights of Northern India, our group visited local hospitals and clinics to learn more about how medicine is practiced in India as well as in the SOS Children’s village in Jaipur and the Mother Teresa charity Mission in Agra* - Dr. Serge Puksa, Northern India, 2011

*We found this tour to be a wonderful adventure… even more than we had anticipated. The planning and attention to detail on the ground ensured we had a comprehensive introduction to the many wonders of Ecuador. I will definitely consider participating in another program and will be certain to share details with my colleagues*  
Dr. Alison Kelford, Oakville - Ecuador & the Galapagos, 2011
"The trip surpassed all my expectations. The country itself was far more interesting than I thought and the tour itself was very well organized. The wineries were a treat and the physicians and their spouses were lots of fun. I would be happy to do another trip! "
Dr. Steven Traplin, Guelph – Spain Gourmet tour, 2011

"Spain greatly surpassed my expectations, offering wonderful gastronomic experiences, lavished with outstanding wines and extremely hospitable people with a culture and history that is as rich as deep. Fernando Garcia, through his many connections, was able to allow us access to exclusive vineyards, where we were submerged in to the local cuisine and regaled with their finest wines".
Dr. Peter Bloch, Oakville – Spain Gourmet tour, 2011

"Our guide was excellent, enthusiastic and knowledgeable. Cooking classes were good and the hotels were excellent"
Dr. Barbara Flanagan, Charlottetown – Vietnam, Laos & Cambodia, 2012

"Excellent! Loved the trip and well worth it. Life changing experience, excellent speakers and very well organized. Met some great people and will keep in touch for future trips. Will definitely book another doctors-on-tour trip in the future"
Dr. Janel Gracey, London – Bali, 2012

"A quick personal note to tell you how much we enjoyed our trip to Spain & Portugal. The whole agenda was well planned and well carried out. The winery visits and dinners were amazing, we learned so much about the history and making of Port."
Dr. Blair Fraser, Guelph – Spain & Portugal, 2012

"We had a magical time in Machu Picchu - such a spiritual time at day break - our guide was great! Many thanks for the fabulous trip - memorable and well organized. Your company does such a great job and such an opportunity for us, and what a great group of people to share such an amazing trip with".
Dr. Paul Bates, London – Ecuador & the Galapagos, Peru 2012

"What an amazing trip this was! Your company did such a fantastic job – well organized with wonderful support staff – everything left on time, great food, weather & traveling companions – and (our guide) Gonzalo was the best! Thank you very much for such an unforgettable adventure".

"I have been fortunate to enjoy four trips with doctors-on-tour since 2009 - to Ecuador, Vietnam/Cambodia/Laos, India and Bali. All these tours were wonderful. Well-organized, excellent accommodations, top notch guides, remarkable CME experiences that broaden one's outlook on medicine and really great leaders of the tours. You should seriously consider taking one of these exotic trips. Beats lying on a beach!"
Dr. Linda Rapson, Toronto – 2013

"We enjoyed our extension to the UAE and saw an amazing amount in a short time. Our guide was very helpful, informative and pleasant and we appreciated how he was able to inform us about the country, it's people and customs. Excellent!"
Drs Christopher & Margaret Ibey, Parry Sound, On. – United Arab Emirates, 2013

"The whole trip was wonderful and very well organized. We appreciated the advance preparation information packages. The hotel accommodation was excellent and the guides provided a lot of background information in Indian culture and society which made the trip even more valuable as a learning experience. We enjoyed all of it – including meeting Dr. Peter, & Mary, Bloch (Group Medical Director) and the great people in the group!"
Dr. Ron Eliosoff, Ottawa - South India, 2013

"Excellent trip – hotels, guides, food and company and we saw such wonderful sites.
Dr. Martin and Eileen McIntyre, Brantford - Vietnam, Cambodia & Laos, 2013

"We had a wonderful trip. It was such an interesting mix of people that we laughed all the way through - an amazing experience and a fabulous time. The Pantanal was awesome and we also totally loved the old colonial town of Paraty. We enjoyed ourselves so much we are thinking of signing up for another one soon. Thanks again - you did a wonderful job - it was a dream".
Dyana Driscoll, Toronto – Brazil, 2013
"I was extremely pleased with my second trip through Doctors-on-Tour to Kenya & Tanzania - the tour was one of the most amazing things I have experienced!"
Dr. Kerri McGuire, Ottawa - Kenya & Tanzania, 2013

"Fantastic experience! Every detail to perfection."
Dr. Les Marien, Orangeville, On. - Spain Gourmet, 2013

"Had a great time! Very well organized"
Dr. Yusuf Januwala, Ipswich, Queensland, Australia - Ecuador (Galapagos) & Peru, 2013

"Our guide was amazing - so professional and knowledgeable. Great itinerary - Well done!"
Dr. Susan Smith, Frederickton, N.B - South Africa, 2014

"We had a wonderful trip. Places we stayed during the tour were all very nice and every one had a good time. Your local tour manager was wonderful, extremely helpful and very well organized. Thanks again for all your help"
Dr. Kumar Banerjee, Vancouver, B.C. - South India, 2014

"We felt the tour is one of the best (CME tours) we have been on. We keep missing the great Chilean wines and Argentinian beef. Right sized group and great company. CME tours were interesting and informative. Our guides were good and I enjoyed learning about the country from their comments."
Dr. Eduardo Aenlle, Fallbrook, California - Chile, Argentina and Patagonia Cruise, 2014

"It was an amazing trip thru Vietnam, Cambodia & Laos. It exceeded all our expectations. Our group leaders were gracious hosts. Their thirst for adventure and generosity of spirit added so much to our trip. The group we traveled with were a great bunch and we hope to cross paths in the future. The CMEs were informative and I enjoyed seeing the varied medical sites in each country"
Dr. Tom Stark, Timaru, New Zealand - Vietnam, Cambodia & Laos, 2014

"Macchu Picchu and Galapagos were the highlights. Wonderful guides, very well organized and enjoyable. Tour leader did a great job!"
Dr. Michael Garner, Montreal, QC - Ecuador (Galapagos) & Peru, 2014

"Our guide was absolutely fantastic - the best I have ever been with. A very informative trip."
Dr. Yusuf Mnyusiwalla, Waterloo, On. - New Zealand, 2015

"Our guide was absolutely fabulous - she took superb care of us and added so much to the trip through her knowledge of New Zealand history, flora and fauna. Peter and Mary (Bloch) were wonderful medical leaders - calm, helpful, interesting and vivacious- kudos to them."
Drs. Peter & Louise Bobechko, Toronto, On. - New Zealand, 2015

"I really enjoyed this tour - Rajasthan and Agra are beautiful. Our tour escort, Kumar, has great people skills, and has been very attentive to everyone's needs - Himanshu has been an excellent guide and is very knowledgeable. We would love to return to India on your South India program"
Dr. Rajalaxmi Wong, North Bay, On. - North India, 2015

"The trip to South Africa was awesome - I would rank it up there with my favorite so far with Doctors on Tour. The people in our group were wonderful - it was a total joy and I can see now why South Africa is one of your favorite destinations"
Dyana Driscoll, Toronto, On.- South Africa, 2015

"Bob and I enjoyed the time shared with each of you in Bali, My expectations for the tour were met and exceeded. It really was a small window into the Balinese culture. To (our group leaders) Bonnie and Mel, Thanks! Hope this isn't our last tour. You all were interesting and gracious, Terima Kasih. Salamat Jalan"
Dr. Bob & Evelyn Lawler, Gibsonia, PA - Bali 2015

"Thank you for your excellent guidance during our trip to Ecuador. The trip was very good, and the logistics and handling of the group were excellent"
Dr. David Spence, London, On - Ecuador (including the Galapagos and Amazon), 2015
"I found the trip to Spain to be a great combination of site-seeing, CME and amazing gourmet meals and wines selected by an internationally famous chef. We visited several famous vineyards and were able to sample their wines. The visit to an ophthalmological institute was especially memorable, we watched lens surgery in close up. The visit was very well organized with time to explore cities on our own, as well as tours of architectural wonders. I strongly recommend this tour as a great experience"
Dr. John Cocker, Stouffville, On - Spain Gourmet, 2015

"The trip was exceptional in every way. Our guide was more than just a tour guide - the knowledge she shared was detailed and interesting - what an ambassador for her country ! The high level of care that she offered was above and beyond anything that we have ever experienced. We thoroughly enjoyed every minute of this trip ! Thank you !"
Dr. Les Marien, Orangeville, On - New Zealand, 2016

"An enjoyable and enlightening tour"
Dr. Brian Davies, Sarnia, On. - China, 2016

"A great exposure to Balinese culture and the spiritual aspects behind their healing philosophy"
Dr. Karyn Klapecki, Toronto, On. - Bali, 2016

"A most excellent tour escort - genial, helpful, very knowledgeable and organized. Very well chosen sights and experiences"
Dr. Michael Garner, Montreal, Qc. - South Africa, 2016

"An extremely interesting, informative and invigorating tour. The medical CME components were excellent and I'm glad that we were able to see and experience so much".
Dr. Paula Chalmers, Vancouver, B.C. - South Africa, 2017

"Myanmar was very well organized and our guide was excellent - the best I have ever had! The sites and activities in Bhutan were very enjoyable and the local medical facilities and clinics that we visited as part of the CME were good"
Dr. Brenda Cholin, North Battleford, SK - Myanmar & Bhutan, 2017

"It was an incredible tour - we saw so much !"
Dr. Mo Meghji, Kitchener, On. - Argentina & Chile, including Patagonia cruise, 2017

"I loved the trip I certainly did learn a lot of history and came away with a great deal of respect for the growth of that county’s culture. We can learn a lot from their ancient history when it comes to long term planning. Visiting Xi’an was a long term goal for me and definitely not a disappointment. A bonus was that it was such a good travelling group".
Dr. Pat Barry, Burlington, On. - China, 2017
The Terms & Conditions contained herein are the terms under which Doctors-on-Tour and on-Tour (being operating brands of Britcan International Consulting (B.I.C.) Inc. and together, for the purposes of these Terms & Conditions, being referred to collectively as DOT/OT/BIC) accepts reservations. Our liabilities are limited. When you make a payment of deposit and/or final payment, it is also an acknowledged receipt of receipt and acceptance of these terms and conditions.

RESERVATIONS & DEPOSIT: Early reservations are recommended to guarantee your reservation as several of the accommodation providers with which we make arrangements on your behalf have limited capacity. All services are strictly on a request basis, both for air travel and land requirements and subject to availability of seats and hotel/lodge/camp rooms and cruise cabins. A guaranteed non-refundable deposit of $500 per person ($700 per person for programs which include a cruise component), together with the applicable travel insurance premium, is required with your reservation request. Tour extensions and, where applicable, seat upgrades in aircraft cabin categories higher than economy, are also subject to additional non-refundable deposits as detailed in each specific program’s brochure. Reservations made for travel within 95 days (105 days for programs which include a cruise component) of the travel date will require full payment at the time of reservation. Certain non-standard arrangements may require higher deposit and the same will be advised to you at the time of booking. Please be aware that some airfares (outside of our group air blocks) require full payment at time of booking and will be advised to you accordingly at the time of your booking confirmation.

FINAL AND/OR BALANCE DUE PAYMENT: Guaranteed payment of all balances due is no later than 95 days (105 days for programs which include a cruise component) prior to departure date. If payment of the balance due is not received by the stipulated date, we reserve the right to cancel your reservation without refund of deposit.

CREDIT CARD PAYMENTS: Visa & MasterCard credit cards are accepted as form of payment. We do accept any other kinds of cards, including either American Express or Diners Club. Your online authorization by way of our Online Registration Form acts as your approval for the credit card provided as part of your registration to be charged for both the initial deposit (and travel insurance premium, where applicable) as well as the future balance payments on the date they become due, together with any other charges due relating to the booking that have been requested by you in writing (including by current or future electronic mail communication). For registrations that are not received via our Online Registration Form, but instead are forwarded to DOT/OT/BIC by mailing, faxing or e-mailing a scanned completed copy of our (non-online) Registration Form, your signature on such (non-online) Registration Form verifies your approval for your credit card to be charged. No services will be provided without receipt of either the authorized Online Registration Form or the duly signed (non-online) Registration Form. Third party payments may have restrictions.

CANCELLATIONS & CHANGES: The deposit amounts (for both the main tour and any optional extensions reserved) are non-refundable. Cancellation penalties for bookings cancelled by the client after the final balance due date (95 days before departure; 105 days before departure for programs which include a cruise component) are as follows: 95 – 61 (105 – 61 days for programs which include a cruise component) days before departure – 25% of total price paid; 60 – 31 days – 50% of total price paid; 30 days or less – 100%. (Notwithstanding the foregoing, any domestic Canada flight purchased as an additional service to the advertised package is 100% non-refundable irrespective of the date of cancellation). If payments are not received by their due dates, we reserve the right to cancel the booking without further notice. There will be no refund for unused land arrangements after departure from North America. In the event of the cancellation by DOT/OT/BIC of any or all components of the travel services offered herein, DOT/OT/BIC will have no responsibility beyond the refund of all monies received from the client, which will be deemed to constitute full settlement. Individual airfares purchased outside of our groups air blocks are subject to different rules and cancellation fees. Some airfares may be non-refundable once the booking is confirmed regardless of when it was made. Details will be provided at the time of booking confirmation.

TRAVEL INSURANCE: To protect against cancellation charges, we strongly recommend purchasing Cancellation Protection and Travel Interruption Insurance. In the event of illness, medical and hospital expenses are the traveler’s responsibility and no refunds will be made, partial or total, for the purchased tour. We strongly urge that you purchase either the Non-Medical insurance (i.e., Cancellation Protection and Travel Interruption Insurance) or Deluxe Insurance (Non-Medical coverage plus Health coverage) packages offered by our DOT/OT/BIC through Manulife Insurance.

TRAVEL DOCUMENTATION, VISA & OTHER IMMIGRATION REQUIREMENTS: A Canadian citizen must be in possession of a passport that must remain valid for a minimum of 6 months from the date of conclusion of their journey for all destinations offered with the exception of New Zealand, Spain/Portugal and countries on our Eastern Europe program where the passport must remain valid for a minimum of 3 months from the date of conclusion of their journey. Tour participants must also ensure that they comply with all visa and health requirements of countries they intend to visit.

A tourist entry visa (or, in some cases, a reciprocity fee) is required for entry into the following destinations offered by DOT/OT/BIC -

- Bhutan, Brasil, China, India, Kenya, Myanmar, Tanzania, Vietnam (tourist entry visa, or a visa pre-approval letter in some cases, must be obtained prior to departure from Canada)
- Cambodia, Laos, Zambia (tourist entry visa may be obtained upon arrival in the destination)
- For entry into Argentina, a reciprocity fee is payable (this must be paid prior to leaving Canada)
A tourist entry visa is not required for entry into Bali (Indonesia), Ecuador, New Zealand, Peru, South Africa, Spain and any country on our Eastern Europe program.

Non Canadian citizens may have different requirements. It is the passenger's responsibility to ensure that all his or her passport, visa and mandatory health vaccination requirements for entry into the country are met and the cancellation penalties referred to above will apply if a passenger is not allowed into the destination country (or determines in advance of departure that he will not be allowed into the destination country) due to lack of proper documentation including, but not limited to, passport, visa, customs, health or currency provisions required by the destination country thus preventing him from participate in the tour.

Final tour documents consisting of detailed tour itinerary, vouchers, and airline tickets will be forwarded approximately 2-3 weeks prior to departure subject to receipt of final payment.

PRICING POLICY: Accommodations and services at the destination are contracted in local currencies and/or US Dollars. Due to frequent fluctuations in currency exchange (as well as other factors beyond our control including, but not limited to, fuel costs, transportation taxes and airport and local surcharges), prices are subject to change with or without notice and surcharges may apply for which we would endeavor to inform you as soon as possible. However, once we have received your final payment we would either waive any price increase or allow you to cancel your booking without penalty.

UNUSED PORTION OF THE TOUR: No refund will be made for any unused accommodations, missed meals, transportation segments, cruise portions, sightseeing tours or any other service. Such unused items are neither refundable nor exchangeable.

ACCOMMODATIONS: We use a variety of accommodations on our programs with many of our properties specifically chosen to reflect the local style and culture of the region. Our rating system reflects the majority of the accommodations throughout each program but some variety can occur. Ratings are based not only on room quality but also on facilities and location. Accommodation ratings in overseas destinations outside of Canada are an arbitrary measure and their definition from country to country can differ slightly as well as not always being consistent between individual properties in that particular destination nor are they necessarily comparable to an equivalent rating in North America. Rooms are assigned by the respective supplier(s) on a run-of-the-house basis, in category (ies) as specified in the itinerary and the right is reserved to substitute properties/hotels/lodges/camps/cruise/ships as conditions warrant such change for reasons beyond our control. Accommodations on twin occupancy basis, is provided at the properties/hotels/lodges/camps/cruise ships as specified or similar. Single room supplements apply to persons occupying sole use of a room/cabin but travelling with other passengers on the same tour and sharing transport cost on transfers, game drives, coach tours, sightseeing and excursions. Quoted single room rate does not necessarily mean single occupancy of a double room, as several of the establishments offered have especially designed single occupancy units.

SINGLE PASSENGERS TRAVELLING TOGETHER: If you are travelling with a companion and each paying separately the regular each of two double sharing accommodation rate and your companion decides to cancel, the remaining travelling passenger will be responsible for either finding a replacement travelling companion to take the cancelled passenger’s place or must pay the single supplement and travel on a single basis.

MEALS & BEVERAGES: Meals as included on our itineraries are either buffet meals and/or table d’hôte. Meals ordered through room service are not included and must be paid directly to the establishment. Alcoholic beverages, soft drinks, and bottled water are included only where indicated on the itinerary. Unless specifically mentioned in your itinerary, all drinks (both alcoholic and non-alcoholic) are to be purchased and paid directly to the establishments.

OPTIONAL TOURS, EXCURSIONS AND TRIP EXTENSIONS: It is our intent to operate any Optional Extensions on a private group basis. However, should the number of participants be of an insufficient level, we reserve the right to either -
(1) add a surcharge to the previously stated selling price to be able to still offer the extension on a private basis or
(2) operate any individual tour on a shared basis with other non-group participants or
(3) cancel the tour and provide a full refund of all monies paid.

No refunds can be provided for cancellation of any tour by the client while in the destination.

SPECIAL REQUESTS: While we will make every effort to accommodate special requests, eg., room/cabin locations, adjoining rooms, non-smoking rooms, bed preferences, special dietary meal requests, these cannot be guaranteed and DOT/OT/BIC cannot be held responsible if such requests cannot be fulfilled. Requests for upgrading rooms/cabins are subject to additional charges. Any deviations to the standard program arrival and departure flight dates should be notified to us by separate e-mail at the time of booking and are subject to availability and also any applicable flight class supplement.

DOCUMENT DELIVERY: Your travel documents will be sent to you approximately 3 weeks prior to departure. For bookings received within 3 weeks of departure, express delivery of documents will require a courier delivery fee of $30 to cover extra handling and processing. Additional courier charges will apply for all residents outside of Canada, irrespective of when the booking is made.

CONSUMER PROTECTION: DOT/OT/BIC are licensed under the Ontario Government Ministry of Consumer & Corporate Relations, Travel Industry Act 1974, Registration No. 50009110. The Act is administered by the Travel Industry Council of Ontario (TICO), the government regulated body which is responsible for enforcing and monitoring the Travel Industry Act, including the protection of advance monies paid to it’s registrants by consumers. More information about TICO is available at http://www.tico.on.ca/
NOTICE TO TRAVELLERS: Canadians enjoy a living standard which is among the highest in the world. In other countries, the uninterrupted supply of water and electricity, local health conditions, levels of security and standards of food and beverages may sometimes differ from those enjoyed at home. Illness or inconvenience resulting from the services provided or omitted at the destination are outside the reasonable control of DOT/OT/BIC who bear no responsibility for such illness or inconvenience. DOT/OT/BIC cannot accept responsibility for the behaviour of other guests/groups nor the unlikely event of the withdrawal of services or facilities due to local cultural and political events or holidays.

FORCE MAJEURE: DOT/OT/BIC shall not be liable for any claims, losses, damages, costs, expenses, delays or loss of enjoyment, of any nature or kind whatsoever, resulting from events beyond our or a supplier’s reasonable control, including but not limited to acts of God, strikes, lockouts or other labour disputes or disruptions, wars, blockades, insurrections, riots, earthquakes, weather conditions, floods or acts or restraints imposed by government authorities.

OUR RESPONSIBILITIES: DOT/OT/BIC makes arrangements with airlines, tour operators, ground handlers, hotels/lodges, cruise lines, car rental companies & other independent parties to provide you with the travel services and other services you purchase. Although we take care in selecting these suppliers, we have no control over them and, therefore, cannot be responsible for their acts or omissions. In the unlikely event that a hotel / lodge / cruise ship described in this brochure is not available we reserve the right to provide an alternate hotel / lodge / cruise ship of the equivalent standard. We also reserve the right to substitute another airline if the particular airline described in this brochure is not available.

The travel services provided are subject to the applicable provincial Travel Industry Acts and Regulations and are subject to the conditions imposed by these suppliers and their liability is limited by their tariffs, conditions of carriage, tickets and vouchers and international conventions and agreements.

DOT/OT/BIC shall not be responsible for any loss, damage or injury, whether physical or mental, or to property, resulting from any delay, substitution or deficiency of quality of equipment or service, or any act, omission, negligence or commission of any party supplying any of the services or accommodation herein, its agents, servants, employees, subcontractors or for any claims for such loss, damage, or injury, whether physical or mental, arising therefrom, or from any cause that arises by reason of actions of parties other than DOT/OT/BIC. In the event that it becomes necessary or advisable for the comfort or well being of the passengers, or for any reason whatsoever, to alter the itinerary or arrangements, such alterations may be made without penalty to DOT/OT/BIC. The right is reserved to withdraw any or all tours should conditions warrant, also to decline to accept or retain any passengers as members of the tours. DOT/OT/BIC can assume no responsibility for lost tickets or coupons. The liability of DOT/OT/BIC for any loss, damage or injury, whether physical or mental, arising from its own acts, omissions or negligence, is limited to the price of the services purchased.