

Work Canada Programme Terms and Conditions 2018/19

For all bookings made between 15/09/2018 and 14/09/2019

We are BUNAC, Working Adventures Worldwide, trading under parent company STA Travel Ltd and Our Agreement with You sets out what you are legally entitled to expect from us when you purchase travel services through us.

Please read the following information very carefully. If you are still unsure of any aspect of your chosen programme, please contact the specific programme team in BUNAC's London office (see below for full contact details).

The description of the programmes constitutes the general conditions pertaining to each of the programmes we offer.

Section 1: General

- a) All applications will be considered in order of receipt.
 - i. However, BUNAC reserves the right to decline any bookings in which case all monies will be refunded. Written acceptance to the programme will be emailed to you as soon as possible following receipt of a complete online application form and appropriate payment.
 - ii. Places on a programme are limited and offered on a first-come, first-served basis. Where all the programme places for the selected departure date have been filled, BUNAC will contact the applicant and offer an alternative. If this is unsuitable the online payment will be refunded.
- b) Adequate travel insurance is mandatory for all BUNAC participants.
 - i. Either the insurance offered through BUNAC or an acceptable alternative must be purchased and proof provided to BUNAC before departure.

Section 2: Your Travel Booking

- a) When you make a booking, you guarantee that as the lead name, you have the authority to accept and do accept, on behalf of your party, the terms of these booking conditions and those of any suppliers.
- b) It is your responsibility to ensure that all of the details on your travel documents are correct and to bring to our attention any errors or discrepancies immediately.
- c) Your contract will either be with us or with another supplier of travel services and this will depend on the type of arrangements you book.
 - i. In general, BUNAC is acting as the Booking Agent for your supplier and your contract is with that supplier.
 - ii. Where your contract is with a supplier, the booking conditions of that supplier will apply to your booking and BUNAC accepts no responsibility for any errors or omissions made by a supplier.
- d) You authorise BUNAC to liaise with the Emergency Contact listed on your application form as it deems necessary.
- e) In the unlikely event that you are unhappy with any service provided by BUNAC, its suppliers, affiliates or agents, you must first inform the supplier of the service in order to give them the chance to rectify the problem. If the supplier does not satisfactorily rectify the problem, you must put your complaint in writing to the supplier and at the same time inform BUNAC by e-mail or in writing. BUNAC will do its best to rectify the problem. If you are still unhappy with the way that your complaint has been addressed you may escalate it to our Customer Relations Department.

Section 3: Programme payments

- a) All fees are paid directly to BUNAC Travel Services Limited unless specified. In some instances you may be required to pay fees for visas direct to the relevant government embassy.
- b) No charge is made for payments made by Debit Card or credit card. We reserve the right to refuse personal cheques as a method of payment.
- c) If you are applying within 10 weeks of your departure the full balance (visas, flights and/or packages) will be due at the time of application. If you are applying more than 10 weeks before your departure, the minimum payment at the time of booking is equal to the Work Canada fee.
- d) Any outstanding payment for group flights and packages will be due at least ten weeks prior to departure. All arrangements for transport, accommodation or services (including the issue of tickets, coupons and vouchers) are made by BUNAC as agents only, and on condition that neither they nor any associate company, agent, servant or employee shall be liable for any injury, loss, damage, claim, expense, accident, deviation, delay or curtailment, caused by any reason beyond the control of BUNAC and their agents, which may occur during the journey or be incurred by any company, organization or person.
- e) Other fees and payments required after full payment has been made may include, but not exclusive to, booking fees, airline failure cover, some government imposed taxes and fees imposed beyond our control. These other fees and payments may also be non-refundable upon application.
- f) The programme support services (as identified in Work Canada Ultimate Package are provided for 12 months in Canada from the first date of arrival.
- g) Your £75 programme deposit is non-refundable under any circumstances

Section 4: Visas

Canadian Work Permit authorisation is issued at the discretion of Citizenship and Immigration Canada (CIC). BUNAC offers a support programme, you do not obtain the Canadian work permit through BUNAC. The Port of Entry (POE) letter is obtained directly through the IEC (International Experience Canada). When you apply to BUNAC's *Work Canada* programme it is your responsibility to ensure that you meet the eligibility conditions of an IEC visa. You must follow the instructions you receive from the Canadian Government and BUNAC in regards to payment to IEC and any forms or documentation that they require from you as part of the application.

- a) The participation fee is set by CIC and is subject to change without notice.
 - i. BUNAC will notify participants of any change.
 - ii. Where there is an increase in the cost, the participant will be responsible for meeting such costs.
- b) Once a visa application has been submitted to the specific Embassy/Department of Immigration the visa fee is retained by the specific Embassy/Department of Immigration and cannot be refunded.
- c) BUNAC cannot accept responsibility for any costs incurred through a delay in visa processing or where a visa is refused.
- d) It is a visa requirement that participants give evidence of having access to a minimal monetary fund upon entry to specific countries, as well as provide, upon entry, evidence of an additional amount, if you do not hold a return or onward ticket.
- e) If you anticipate working in child or healthcare occupations during your stay with Work Canada, you may be required to undergo a chest x-ray and/or a full medical examination as part of the visa application. Please note: Such examinations could delay the visa application process substantially. The cost of these examinations will be in addition to the programme cost and payable directly to the doctor/radiologist.

Canadian IEC Work Permit: This visa allows eligible individuals to work for a period of time dependent on your passport nationality. BUNAC will provide programme members with information relating to the IEC scheme for 2018.

- a) BUNAC cannot guarantee you the work permit as it is the Canadian Embassy who grants the Letter of Introduction and will only do so once they have a complete, correct application.
- b) BUNAC is not responsible for policy changes that the Canadian Government make to their application process or eligibility. Please read the information on your online account carefully as these change from year to year.
- c) The Letter of Introduction is issued at the discretion of the Canadian Government. BUNAC cannot be held responsible if they decide to reject your application.

- d) We strongly advise not entering Canada until your Port of Entry (POE)/ Letter to Work has been issued to you by the Canadian Government. Any entry before this time would be as a tourist. Entry to Canada before your LOI is issued is at your own risk.
- e) BUNAC will endeavour to inform you when the visa release/ pool open date is announced from the Canadian High Commission however we cannot guarantee this as this maybe announced with short / no notice. It is your responsibility to check the IEC website for updates

Section 5: BUNAC products & services - Cancellation and Changes

- a) Cancellations are only deemed to be requested when written notification is received by BUNAC, but not otherwise.
 - i. Separate cancellation terms apply for the individual products and services as below.
 - ii. The figures below are the cancellation fees. The value of your refund is equal to the amount that you have paid for that service minus the cancellation fee as listed below.
- b) In all circumstances the visa fee is not refundable once the visa application has been made.
- c) If we are your Booking Agent, your contract with your suppliers may allow them to cancel or amend bookings. We will ensure that you are promptly notified of any significant changes, but accept no liability for any changes or costs incurred which may result.
- d) Accommodation inclusions are available in Toronto, Vancouver or Calgary and Montreal only. A Minimum of two-weeks notice is required to be given to guarantee accommodation availability for your arrival.
- e) Cooling off period: When you book on to the Work Canada programme you will have a 48 hour cooling off period during which time if you cancel your entire programme fees will be refunded to you, minus a £25 administration fee. All cancellation requests need to be submitted in writing to members@bunac.org.uk.

Work-finding services

Booking

- a) Whilst BUNAC offer free assistance with job finding services in Canada, all other programme inclusions including in-country support are only available to BUNAC members who have paid the programme fee.
- b) Our in-country provider will assist with free assistance with finding work. It is your own responsibility to find a job and accommodation with the resources provided in-country on our Essentials programme.
- c) Assistance with securing a job in Canada is not conditional upon purchasing other BUNAC support services and travel services.

Ultimate programme inclusions

- a) Assistance with securing a job in Canada is not conditional upon purchasing other BUNAC support services and travel services
- b) BUNAC will put you forward for a position that we consider you suitable for based on your preferences and your previous experience. Interview spots with employers are limited and offered on a first-come first-served basis.
- c) BUNAC will assist you by putting your CV forward to relevant employers and arranging Skype or in-person interviews, however It is completely at the discretion of participating employers if they choose to extend an offer of employment to you or not.
- d) If BUNAC are unable to assist you with obtaining a pre-arranged job before departure to Canada, your programme option will be switched to the Essentials programme and the difference in programme cost will be returned to you.
- e) BUNAC are able to assist with finding a seasonal position. Contract offers are dependent on being able to commit to a full season of work
 - a. Winter Season (Late November/ early December until late March/ early April)
 - b. Summer Season (Early June until early September)

Contract start and end dates are dependent on employer and position you secure

- f) BUNAC will communicate deadline dates to put your resume forward to apply for jobs. Failure to respond by given deadlines may result in your programme option being switched to the Essentials programme once employer hiring is complete

Cancellation

- If you have any concerns or issues whilst abroad regarding your employment, then you should contact BUNAC immediately who will try to resolve your issue. If your issue is unresolvable, other position options may be explored
- BUNAC will not issue any refund or compensation once you are back in the UK after your programme has finished without having prior knowledge to any in-country issues or problems.
- You can withdraw from BUNAC's work-finding services at any time subject to providing 5 days written notice to members@bunac.org.uk without penalty.
- If you wish to cancel from the Ultimate programme and switch to the Essentials programme this needs to be requested in writing. The difference in programme fee will be refunded minus a £25 processing fee.

In-country work and travel support packages

Work Canada package prices	
Work Canada Essentials fee	£389
Work Canada Ultimate fee	£529

All the above fees are paid to BUNAC Travel Services Ltd.

A full list of the inclusions of the package can be found on the BUNAC website.

The following cancellation terms apply after your 48 hour cooling off period.

Work Canada cancellation Fees	
Within 4 weeks of paying 2 nd payment	£75 non refundable deposit + 25% of 2 nd payment
After 4 weeks of paying 2 nd payment	£75 non refundable deposit + 50% of 2 nd payment

If you are unsuccessful in obtaining an IEC visa you may transfer your programme fee to any other BUNAC programme. This must be decided in writing by 31st December 2018. After this point, all programme fees become non refundable or transferable.

Once you're travel dates and accommodation have been confirmed with our in-country partners. If written cancellation is received 6 weeks or less before travel, all programme fee's are non-refundable.

All cancellations and transfers need to be made in writing to members@bunac.org.uk

BUNAC Endsleigh Insurance

Adequate travel insurance is mandatory for all BUNAC participants. When you enter Canada, immigration have the right to see that you have comprehensive health care and repatriation insurance which is valid for the duration of your trip. Failure to provide proof of insurance for the full duration of your trip can result in your visa being issued for the length of your proven insurance only.

- Either the insurance offered through BUNAC or an acceptable alternative must be purchased and proof provided to BUNAC before departure.
- For your benefit BUNAC have worked in partnership with Endsleigh to develop a bespoke insurance offering. The bespoke policy has been specifically designed in partnership with BUNAC's trips in mind to cover all activities you will partake in on a BUNAC trip.

Insurance can be added at any time prior to departure and a free quote can be obtained on the BUNAC website or by calling 033 3999 7516.

You may cancel the BUNAC Endsleigh insurance policy within 14 days of receiving your policy documents under the cooling off period. If you wish to cancel outside of 14 days, you will be subject to a cancellation fee of £20. More information about the BUNAC Endsleigh insurance policy can be found on the BUNAC website.

Group flights

These are general booking conditions for the BUNAC Group Flight Packages. Specific Flight Terms and Conditions will be sent on receipt of payment, which override the terms and conditions below. If you are unhappy with any aspect of the Flight Terms and Conditions, please contact BUNAC within 5 working days of receiving them.

Booking

- a) Flights to Canada are offered on a first-come, first-served basis.
- b) Flights are subject to a minimum number of participants on each departure.
- c) In the unlikely event that a departure does not meet its minimum quota, BUNAC will transfer the applicant to the next available group flight date. Where this is not suitable BUNAC will refund the flight cost in full allowing participants to arrange their own flight.
- d) All BUNAC Canada group flights are based on one-way fares unless otherwise stated. If you require a round-trip option, BUNAC upon request can assist you with arranging this.
- e) In the event that circumstances beyond BUNAC's control force changes in flight dates, routes or other arrangements, every effort will be made to provide applicants with suitable alternative arrangements. Should this prove impossible, all monies paid to BUNAC for the group flight will be refunded.
- f) BUNAC uses a combination of fares and ticket types to ensure the most flexible and competitive booking. This includes youth and student tickets. Where eligible, participants must hold either an ISIC or IYTC card and must notify BUNAC of their card number.
- g) If you do not already hold a valid ISIC/IYTC BUNAC will issue you with one as part of the programme.
- h) Accommodation for the stopover will be provided on a shared basis unless two or more participants have specifically requested to share a room.
- i) We will notify the hotel of such requests but cannot guarantee that specific requirements will be met.
- j) Full flight balance is due 10 weeks before departure date

Changes

- a) You can transfer from one UK departure date to another provided you give at least ten weeks notice before the earlier of the two dates.
 - i. Please be aware that if you change your flights date, we may not be able to alter your work start date to correspond with this, if this has already been confirmed
 - ii. The transfer fee is £20 (plus any difference in cost between the two date choices).
 - iii. Transfer requests must be made to BUNAC in writing.
- b) The flight and package prices are based on rates of exchange, taxes, user fees and fuel costs applicable at the time of publication and may be subject to adjustment at any time. We reserve the right to pass on any increase or surcharge imposed by the airline/agent/partner over and above the rates obtained. If the increase is more than 15% of the original price published herein, the participant shall be entitled to cancel the booking and have the full cost refunded, provided written notice is received by BUNAC within ten days of the date on which BUNAC mails the notification of such changes

A full list of inclusions of the BUNAC group flight product can be found on the BUNAC website

Number of days before departure	Cancellation fee
From time of booking until 78 days before departure	£150
Within 77 days of departure date	Non refundable

Moose Travel Terms

At the point of booking we will take a non refundable 20% deposit with a final balance being due 65 days before departure.

The following cancellations then apply:

- A minimum cancellations fee of 20% will apply for cancellations made 48 hours or more prior to departures.
- A 50% cancellation fee will apply to cancellations made within 48 hours but greater than 24 hours notice.
- A 100% cancellation fee will be applied to cancellations within 24 hours notice or failure to show up for the booked departure.
- Passes and tours are non-refundable in whole or in part once travel has commenced.
- Passes and tours are non-transferable.

Travel Cashcard

Once you purchase a STA Travel cashcard the product is non refundable and non changeable. Full details on the card can be found at bunac.org/uk including how to top up your card, managing your money, contact information, fees summary, terms and conditions and a privacy policy. The STA Travel cashcard is issued by IDT Financial Services Limited pursuant to a license from MasterCard International Incorporated. MasterCard and the MasterCard Brand Mark are registered trademarks of MasterCard International Incorporated. IDT Financial Services Limited is regulated and authorised by the Financial Services Commission, Gibraltar. Registered Office: 57-63 Line Wall Road, Gibraltar. Registered No. 95716. All communications should be sent to BUNAC Travel Services, Priory House, 6 Wrights Lane, London, W8 6TA.

Important note - changes beyond our control

Compensation will not apply if a significant change is made for reasons beyond our control. These include: war, threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, epidemics, health risks, changes due to rescheduling or cancellation of flights by an airline or alteration of the airline or aircraft type; closed or congested airports or ports, hurricanes and other actual or potential severe weather conditions, and any other similar event.

Our Responsibility for Your Arrangements

We have taken all reasonable care to make sure that all the services that make up the arrangements made by BUNAC are provided by efficient and reputable businesses. These businesses should follow the local and national laws and regulations of the country where they are provided. However, please be aware that overseas safety standards may be lower than in the UK. Our liability will be limited in accordance with the contractual terms of the companies that provide the travel services and work placements and any relevant international convention.

Your Work Programme Conduct

By joining this programme you agree:

- a) To abide by the programme terms and conditions as listed here, as well as that of any employer BUNAC has agreed a work placement contract for you
- b) To act in a professional and courteous manner, within the BUNAC work placement environment at all times
- c) To become familiar with and adhere to the local laws and customs of the country that you are working within, especially where they may influence the work placement you represent (i.e, including but not exclusive to: driving rules, local health & safety practices etc)
- d) To adhere to the Co-operator regulations and norms with reference to acceptable behaviour, timetables and dress code, where applicable

- e) Not to act in any manner likely to bring the placement, the programme, BUNAC or the local Co-operator into disrepute Any transgressions may result in you being removed from the programme. The decision to take such action will be made by BUNAC and the local Co-operator and will be confirmed to you verbally and in writing.

Travel Advice and Vaccinations

British Citizens should refer to the travel advice posted by the Foreign and Commonwealth Office at www.fco.gov.uk for all the countries you intend to visit. Vaccinations may be required for some or all of the places you are intending to visit. It is your responsibility to ensure that you have arranged all necessary vaccinations for your itinerary. Alternatively, the STA Travel Clinics offer a full range of travel vaccinations, anti-malarials and expert advice as well as other services for your travel health needs. Locations, open hours and consultations appointments can be viewed/booked online at <http://www.statravelclinic.co.uk>

Insurance

Travel insurance is a vital part of your arrangements. We strongly recommend that you have taken out adequate insurance for the duration of your journey. Travel insurance is a mandatory element of some travel arrangements. We can arrange travel insurance for you and provide you with a quote and answer any queries you may have regarding the insurance we can offer.

Your Financial Protection

Many of the flight-inclusive holidays on www.bunac.org.uk are financially protected by the ATOL scheme under Air Travel Organisers' License (ATOL) number 3206. But ATOL protection does not apply to all holiday and travel services listed on this website. Please ask us to confirm what protection may apply to your booking. If you do not receive an ATOL Certificate then the booking will not be ATOL protected. If you do receive an ATOL Certificate but all the parts of your trip are not listed on it, those parts will not be ATOL protected. For more information about financial protection and the ATOL Certificate go to: www.atol.org.uk/ATOLCertificate .

Complaints

If you have a problem during your holiday, please inform the relevant supplier of travel services immediately. Should they be unable to resolve the matter, please contact the UK on 03339997516 or at members@bunac.org.uk . If you fail to contact us, we will be unable to investigate your complaint and rectify any errors whilst you are away and this may affect your rights under this contract.

Data protection

By finalising your arrangements with us, you are accepting that these terms and conditions and the terms and conditions of any contract made with any other suppliers of travel services within your arrangements apply to your booking and your travel arrangements. You acknowledge that as part of your booking, we will process personal information that you provide to us about you and other members of your party (and you agree that you have the right to provide us with personal information about other members of your party) for the purposes of performing our obligations in relation to your booking (which includes, but is not limited to, giving your personal information to airlines, other suppliers of travel services and public authorities (such as customs or immigration) (together "Travel Suppliers") where this is required for the fulfilment of your arrangements).

If you travel outside the European Economic Area, we may need to provide the personal information you provide us with to Travel Suppliers who are located outside the European Economic Area. If we cannot pass this personal information to the relevant Travel Suppliers we will be unable to provide your booking. In making your booking, you acknowledge that this personal information will be passed on to the relevant Travel Suppliers.

If you have provided us with certain special categories of personal information in order for us to provide you with a better standard of service (for example, when booking a flight or holiday with us you may provide us with information about your dietary or medical requirements, which may reveal details about your mental or physical health or condition), then by providing us with this type of personal information, you are consenting to its use in the manner set out above (i.e. in connection with the performance of your booking; which may include a transfer of such personal information outside the European Economic Area).

The protection of your personal information is important to us, please see our privacy policy (available at <https://www.bunac.org/privacy>) for further details of how we use your information.

Your contract with us is subject to the laws and jurisdiction of England and Wales. You may, however, choose the law and jurisdiction of Scotland or Northern Ireland instead.