



Wind Waves and Wands Vacations

Guest Travel Agreement

Loyal Treatment Travel Company Ltd. Doing Business As Wind Waves and Wands Vacations

Effective Date: October 12, 2026

Welcome to Our Ohana

Thank you for choosing Wind Waves and Wands Vacations to be part of your travel journey!

We believe that planning a vacation should be almost as wonderful as experiencing it. Whether you're setting sail on a magical cruise, exploring a new destination, celebrating a special occasion or simply enjoying time together, we're honoured to help create memories that will last a lifetime.

When you book with Wind Waves and Wands Vacations, you're more than a reservation number. You become part of our travel Ohana.

This Guest Travel Agreement explains what you can expect from our team, how we work together and the shared responsibilities that help make your travel experience as seamless and enjoyable as possible.

1. Our Commitment to You

At Wind Waves and Wands Vacations, our approach to travel planning is built on kindness, honesty, transparency, professionalism and genuine care.

We are committed to:

- Listening to your travel wishes, preferences and priorities.
- Providing knowledgeable recommendations tailored to your needs.
- Helping you understand available travel options and their value.
- Communicating clearly throughout the planning process.
- Treating your personal information with care and confidentiality.
- Advocating for you with travel suppliers whenever reasonably possible.
- Supporting you before, during and after your vacation.

Our goal is not simply to book your vacation. It is to help you enjoy the entire journey, from your first conversation with us until you return home.

2. Your Wind Waves and Wands Travel Advisor

Your travel advisor is your dedicated point of contact throughout your travel planning experience.

Our agency works with authorized travel advisors, including independent contractors and affiliated advisors who may operate under their own business names or Doing Business As (DBA) designations.

When providing services through Wind Waves and Wands Vacations, these advisors are expected to follow our applicable agency policies, professional standards and guest confidentiality requirements.

Our advisors may be featured on our official website, use our agency's branding or resources, or arrange travel through our affiliated booking relationships.

Your advisor will help coordinate your travel arrangements and communicate with the relevant suppliers on your behalf.

3. Our Concierge-Style Travel Services

We believe that every guest deserves thoughtful, personalized attention.

Depending on your destination, travel supplier and reservation, our concierge-style services may include:

- Personalized travel consultations and destination recommendations.
- Cruise, resort, tour and accommodation guidance.
- Assistance comparing available travel options.
- Disney destination and Disney Cruise Line planning guidance.
- Dining and activity recommendations, including reservation assistance where available.
- Cruise itinerary, port and onboard experience guidance.
- Travel documentation and destination information.
- Assistance communicating accessibility and dietary requirements.
- Guidance concerning travel insurance options.
- Travel reminders and preparation tips.
- Assistance with supplier questions or concerns before, during and after travel.

Our standard concierge planning services are generally complimentary for eligible travel arrangements booked through our agency.

Certain bookings, particularly services that do not provide agency compensation, may involve a separately disclosed professional service fee.

Any applicable agency service fee will be communicated before you authorize the relevant service.

Services are subject to supplier availability, policies, booking eligibility and operational limitations. Some reservations or activities may require guests to complete arrangements directly.

4. Communication and Ongoing Support

We understand that questions may arise at any stage of your travel journey.

Your advisor will make reasonable efforts to respond to communications promptly during their regular business hours.

Messages received during evenings, weekends, holidays or periods when your advisor is unavailable will be addressed as soon as reasonably possible.

If an urgent situation occurs during your travels, we encourage you to contact the relevant airline, cruise line, hotel, tour operator or emergency assistance provider directly for immediate operational support.

Your advisor will assist and advocate whenever reasonably possible but cannot guarantee immediate availability or override supplier decisions.

We ask guests to provide current contact information and review important messages, invoices and travel documents promptly.

5. Working Together to Plan Your Vacation

A wonderful travel experience is a shared effort.

To help us provide the best possible service, we ask that you:

- Share accurate information about your travel preferences and requirements.
- Communicate your approximate budget and priorities openly.
- Advise us of any important accessibility, dietary or other travel needs.
- Review quotes, invoices and confirmations carefully.
- Notify your advisor promptly if information appears incorrect.
- Respond to time-sensitive requests and payment reminders.
- Review applicable supplier booking conditions.
- Ensure that all travellers have appropriate travel documents.
- Communicate changes in your plans as early as possible.

Your advisor will help guide you through the planning process, but certain decisions and responsibilities remain with you as the traveller.

6. Accessibility, Inclusion and Individual Travel Needs

At Wind Waves and Wands Vacations, we believe that meaningful travel experiences should be accessible and welcoming to everyone.

We are committed to assisting guests with disabilities, mobility considerations, sensory needs, developmental disabilities, dietary requirements and other individual travel needs.

We encourage you to discuss any relevant requirements with your advisor as early as possible, preferably before booking.

With your consent, we can communicate necessary information to travel suppliers and assist in identifying suitable travel options.

However, accessibility standards, facilities and services vary significantly between destinations and suppliers.

While we will make reasonable efforts to obtain accurate information and advocate for your needs, accessibility arrangements are subject to supplier availability, confirmation and applicable local conditions.

We cannot guarantee that accessibility standards in other countries will be equivalent to Canadian standards.

7. Travel Insurance and Your Peace of Mind

Travel can involve unexpected circumstances, even with careful planning.

We strongly recommend appropriate travel insurance, including emergency medical, trip cancellation, trip interruption and other coverage suited to your circumstances.

Our advisors will provide information about available insurance options and, where authorized, can assist with obtaining quotations.

We work with Manulife to offer eligible travel insurance products, subject to availability and licensing requirements.

If you have existing insurance through an employer, credit card or another provider, we encourage you to review its coverage, exclusions and limitations carefully.

The decision to purchase or decline travel insurance remains yours.

Any required insurance acknowledgement or waiver may be provided separately.

8. Travel Documentation and Entry Requirements

Every traveller is responsible for ensuring they possess the documents required for their journey.

These may include passports, visas, electronic travel authorizations, identification, health documents or other documents required by travel suppliers or government authorities.

Requirements vary according to destination, citizenship, passport type, transit points and individual circumstances.

Your advisor may provide general guidance and direct you to official resources. However, it remains your responsibility to verify and satisfy the applicable requirements.

Please ensure that all names and personal details supplied for your reservation accurately match the documents you will use for travel.

9. Special Requests and Celebrations

We love helping guests celebrate life's special moments!

Whether you're celebrating a birthday, anniversary, honeymoon, family reunion or another milestone, we welcome the opportunity to help make your vacation meaningful.

We are also happy to communicate requests concerning connecting rooms, bedding preferences, dining, dietary accommodations, accessibility or other special arrangements.

Requests are subject to supplier policies and availability and cannot be guaranteed unless expressly confirmed by the supplier.

10. Changes, Unexpected Events and Supplier Decisions

Travel arrangements sometimes change for reasons outside anyone's control.

Airlines, cruise lines, hotels and other travel suppliers may modify schedules, itineraries, accommodations, activities or services.

When changes affect your reservation, your advisor will make reasonable efforts to provide available information, explain your options and assist with supplier communications.

Refunds, rebooking options, credits and compensation depend on applicable supplier terms and legal requirements.

We cannot guarantee that suppliers will approve particular requests or exceptions.

11. Independently Arranged Travel

You may choose to arrange certain parts of your vacation independently.

These might include flights, transportation, accommodations, excursions or additional activities.

Please let your advisor know when independently booked arrangements may affect the itinerary we are coordinating.

Our agency does not manage or control services booked independently unless we expressly agree to provide assistance with them.

12. Protecting Your Privacy

We respect the trust you place in us when sharing personal information.

Your information will be handled in accordance with our separate ****Wind Waves and Wands Vacations Guest Privacy Policy****.

This policy explains how personal information is collected, used, disclosed and protected, including information handled by authorized affiliated travel advisors.

Our Guest Privacy Policy is available through our agency and should be provided or made accessible before personal information is collected.

13. Your Booking Terms and Conditions

This Guest Travel Agreement should be read together with our separate ****Booking Terms & Conditions****.

The Booking Terms & Conditions explain important contractual matters, including pricing, deposits, payments, cancellations, supplier conditions, travel documentation, insurance, limitations of liability and dispute resolution.

Additional supplier-specific terms may also apply to your reservation.

Where a conflict exists between this Guest Travel Agreement and the Booking Terms & Conditions concerning a legal or financial booking obligation, the Booking Terms & Conditions will govern to the extent permitted by applicable law.

14. Guest Acknowledgement

By signing or electronically acknowledging this agreement, you confirm that:

- You have received or been given access to this Guest Travel Agreement.
- You have received or been given access to the separate Booking Terms & Conditions.
- You have had an opportunity to review both documents and ask questions.
- You understand that applicable supplier conditions also form part of your travel arrangements.
- You agree to the terms applicable to your reservation.

Where you are booking for other travellers, you confirm that you are authorized to provide their booking information and accept terms on their behalf to the extent of that authorization.

Additional acknowledgements or authorizations may be required for payment processing, insurance decisions or other services.

15. Our Promise to You

At Wind Waves and Wands Vacations, we understand that vacations are more than destinations, flights, resorts or cruise ships.

They're the moments when families reconnect, friendships grow, milestones are celebrated and memories are made.

We are honoured to be part of those moments.

Thank you for trusting our Ohana with your travel dreams.

We Create Travel Experiences That Become Favourite Memories.