

Access Holidays Policies/conditions

We will incentivize our loyal customers (past travelers) for their continued support by offering free membership to our “Loyalty program”

Loyalty program:

- 1) Free airport transfer(some conditions apply)
- 2) Credits towards future special needs travel consultation.
- 3) Share promotional/accrued incentives offered by local/International DMC’s
- 4) Free consultation or accessible travel related service discounts.
- 5) **Meet and greet services (train/airport)**

Travel Consultants/groups or Individuals.

We will endeavour to offer accessible information and services at a nominal cost or free when possible, however, information shared with travel consultants/groups or individuals are of a proprietary nature. All info have been documented and verified from accessibility audits conducted both locally and internationally at considerable monetary cost to Access Holidays. Consultation reports or special needs info is intended for single use only; it may not be used for data mining purposes such as establishing a database for future travels, electronically transferred to a secondary consumer by any means (fax, telephony or email etc) without written permission- from AHCI or its agents.

Any action, malicious or unintentional- by any end user- which in our opinion proved harmful to the long term integrity or viability of our special needs services, may result in an automatic assessment and an invoice issued to the violator; this amount then becomes due and payable to AHCI as compensatory relief for loss of product or services. Any deviation from our stated guidelines constitutes a violation of AHCI’s policies.

Contract:

Legally binding contracts exist between us (Access Holidays Canada) and an end user when:

- 1) Formal written request from a travel consultant, group, or any individual for special need, travel related services or preparation of a professional report is received and recorded by Access Holidays Canada or any third party acting under our written instructions.
- 2) When passport number, phone, fax, e-mail, credit card number or any additional travel related documents is received and recorded by us (AHCI) and thus forms part of our consultation and accounting practices.

The substantive quality or benefits of any report is directly proportional to the number of hours, features, services recommended by Accessible destination specialist or service pack/s selected by the end user. We recommend a minimum of 4hrs. Clients, however, has the right to limit the number of hours allotted to report preparation prior to commencement. Report preparation- from time to time- may exceed the initial recommended hours due to the complexity of ones' special need requirements. We will endeavor to notify recipient of any projected increase during the report preparation.

Special need services/report prepared by us- under the circumstances mentioned above- will result in an invoice being issued and due when rendered, whether or not the individual/travel consultant completes their travel arrangements or postponed them till a later date.

Privacy Policy

Respecting your privacy:

The information we collect is intended for a specific purpose:

- 1) Ensure performance/quality of service offered or delivered by us or destination service providers under our direction.
- 2) We will safeguard your information with strict confidentiality and security.
- 3) Requests from outside service providers are carefully scrutinized by us. If we have to disclose personal information outside of the specific intended purpose, we will endeavour to contact you to secure prior permission before release of any additional personal information.
- 4) In compliance with the Canadian privacy act, sometimes request are submitted which are outside of the norm and which we are duly bound to adhere to:
 - Compliance with and investigation by any law enforcement authorities.
 - When specified by law
 - Any circumstances that may result in harm to any individual/groups (destination day/guided tour) which may be as a direct result of an individual negligence whether intended or unintentional.

Accountability:

We are primarily accountable to you our customer. We agree to protect and safeguard any and all documentation or relevant information collected on your behalf. We will remain receptive to any and all requests or concerns relating to compliance with the privacy policy as mandated by law and in keeping with our rigorous standard and privacy practices.

Qualifying Requests:

Prior to collection of your personal information, we will identify and qualify the reason or purpose for which we require, collect, and to whom we will disclose the collected information.

Authorization:

Where indicated, we will endeavour to secure your prior consent for the collection of certain appropriate information. However, consent may be implicit in the action taken by the individual such as sharing of relevant travel documentation that forms part of the preparation process relating to their travel arrangements.

Limitation:

It is our intention to collect only that information relevant to the specific task at hand with the explicit purpose to complement or improve the services we offer.

Disclosure:

We agree to use your personal information in a careful and respectful manner, and restrict disclosure to any outside entity except in circumstances as provided by law or an investigation by any law enforcement authority.

Accuracy/Safeguard

We agree to maintain as accurate information as possible and further agree to safeguard any and all information collected or retained on your behalf.

Access/accommodation

We will establish a clear and defined process of access to the information we have collected.

Following a written request, we will grant reasonable access to the info we have collected and made available such information for perusal or update by the requestor.

Please contact our privacy officer if there is any reasonable concern that needs to be addressed.