

Lazopoint Tours

(www.lazopointtours.com)
TERMS AND CONDITIONS

Rev. 03.2026

By booking a tour with Lazopoint Tours, you are deemed to have read, acknowledged, understood, and accepted the following Terms and Conditions.

Tour Pricing and Information

- Tours require a minimum of 36 passengers to operate, or 40 to 50 passengers for select trips. If the minimum is not met, the tour will be canceled, and a full refund of the deposit will be issued.
- All deposits are non-refundable. Participants must review the Terms & Conditions and Liability Waiver before placing a deposit. If a participant fails to review the required documents and later chooses to cancel after paying their deposit, the deposit will not be refunded. The deposit amount per person will be treated as a cancellation fee.
- Lazopoint Tours reserves the right to amend tour pricing. All quoted prices and applicable taxes are subject to change prior to departure if necessary. Price increases will not apply to passengers who have paid in full at the time of booking.
- Tour packages do not include meals (unless specified in the itinerary) or personal expenses such as phone calls.
- Travelers requiring special assistance must be accompanied by a companion who is fully responsible for their care. The companion must also be a fully paid passenger.
- Minors under the age of 18 (Canada) or 21 (USA) must be accompanied and supervised at all times by a fully paid adult passenger.
- The legal drinking age is 18 in Canada and 21 in the United States.

Reservations and Payments

(Please note: All deposits and payments are non-refundable)

- A preliminary and estimated quotation will be provided for your consideration.
- Upon review and acceptance, a \$200.00 deposit per person is required to reserve your spot. Once the deposit is received by Lazopoint Tours, an invoice confirming payment will be emailed to you, along with trip details including the itinerary, liability waiver, and passenger information request.
- The remaining balance is typically due 45 days prior to departure, unless otherwise noted for special tours. Upon full payment, you will receive an updated invoice showing a zero balance this will serve as your official receipt.
- Lazopoint Tours is now a cashless operation. Accepted payment methods include Visa, Mastercard, Visa Debit, and E-transfer. Please note that payments made by credit card or Visa Debit are subject to a non-refundable service fee, which is applied by a third-party payment processor.
- If the remaining balance is not paid by the due date, a \$25.00 late fee will be automatically applied the following day. An additional \$25.00 late fee will be charged every 7 days after the first late fee, until the invoice is paid in full. Late fees continue to accumulate until the outstanding balance is cleared.

Modifications

- Package prices are listed in Canadian dollars and may be subject to change due to currency fluctuations. However, once payment is made in full at the time of booking, the price is guaranteed and will not be affected by future changes in exchange rates.

Patron Cancellations – Update

- All cancellations are non-refundable. However, packages may be transferred to another individual, provided the request is submitted within a reasonable timeframe and receives approval from the owner.
- Clients are responsible for securing a buyer for their package. To complete the transfer, written confirmation of the sale is required, along with the full name, email address, and phone number of the new participant(s).
- Please note that Lazopoint Tours no longer facilitates the resale of packages on behalf of clients.

Company Schedule Changes and Extra Costs

- Lazopoint Tours reserves the right to modify the tour schedule as needed due to local conditions or to enhance the comfort and overall experience of the tour.
- Additional costs may arise from interruptions or delays caused by weather, unforeseen events, or other circumstances beyond our control.

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Travel Insurance

- We strongly recommend that all patrons traveling to the United States purchase travel insurance at the time of booking to ensure coverage for unexpected events.
- For Blue Cross coverage options, please visit our website and navigate to the **Travel and More** tab.

Travel Documents

- It is the responsibility of each patron to determine and obtain the necessary documentation required for entry into the United States. If you are denied entry due to insufficient documentation, no refunds will be issued, and any alternative travel arrangements will be at your own expense.
- For Canadian citizens entering the U.S.A., a valid passport is required. If you do not have a passport and are traveling by land, please visit our website under the Travel and More tab for detailed information on acceptable travel documents for U.S. entry.
- Non-Canadian citizens should consult the U.S. Immigration Board, as a **Traveller's Visa** or **ESTA** may be required for entry into the United States and for re-entry into Canada.

Cannabis Policy

- While cannabis possession may be legal in certain U.S. states, it remains illegal under U.S. federal law. Do not attempt to cross the Canada–U.S. border with any amount or form of cannabis, even if traveling to a state where it is legalized. Cannabis remains a controlled substance under federal law, and possession at the border is considered a criminal offense. The U.S. border is governed strictly by federal regulations.
- For more information, visit: [Are Canadians Who Smoke Pot Allowed to Travel to USA?](#)

Transportation

- Our chartered bus offers a comfortable, non-smoking environment equipped with air-conditioning, onboard washroom, reclining seats, seat belts, plug-in stations, and air ride suspension for a smooth journey.
- To ensure fairness in seating, passengers traveling solo or in groups of three may be required to sit with others to accommodate couples. When two individuals are traveling separately but sharing a seat, window seating should be alternated.
- Each passenger is allowed one suitcase, which must be tagged and stored in the coach's baggage compartment. Luggage dimensions must not exceed 28" x 20" x 9", with a maximum weight of 50 pounds.
- Carry-on bags must not exceed 9" x 15½" x 21½" in size.
- Lazopoint Tours does not reserve specific seats for patrons, including those with mobility concerns. For greater flexibility in seating arrangements, we recommend selecting the first pick-up location during registration.

Room Sharing Policy

- Double, Triple, and Quad Occupancy: All shared rooms include two Queen beds.

If a Roommate Cancels:

- If a guest sharing a room (e.g., booked at a Double Rate) cancels before the full balance is paid, their deposit will be forfeited. The remaining roommate(s) must update their reservation to the appropriate occupancy rate (such as a Single Rate), which will result in a rate increase. Room rates are always based on the number of adults sharing the room.
- Deposits are tied to the minimum number of travelers required to operate the trip, and Lazopoint Tours cannot guarantee that canceled spots can be re-sold.
- Guests may choose to find a replacement traveler to take over their package. All remaining roommates must agree to the new participant by signing a formal letter, and the transfer must be approved by Lazopoint Tours. If no approved transfer is completed, the canceling guest's portion is non-refundable and will be treated as a no-show.
- If the canceling guest has already paid in full, the payment is non-refundable. Their cancellation does not affect the remaining roommates' booking. Lazopoint Tours packages are strictly non-refundable.
- Single Travelers: Solo travelers may request a roommate; however, Lazopoint Tours cannot guarantee that a match will be available.

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- Room Sharing: Lazopoint Tours does not assign strangers to share rooms unless this arrangement is specifically requested and mutually agreed upon by all parties.

Hotel and Services

- Hotel Substitutions: Every effort will be made to provide the hotel and services listed in your itinerary. In cases where unavoidable circumstances arise, Lazopoint Tours reserves the right to make substitutions at its discretion to ensure a comparable experience.
- Hotel Check-In Requirements: One person per room must provide a credit card at check-in to cover incidentals and potential damages. If no credit card is available, a credit card authorization form must be completed and submitted to the hotel prior to departure.
- Age Requirement for U.S. Hotel Bookings: Guests must be at least 21 years of age to book U.S. hotel accommodations with Lazopoint Tours. If you are 18, a person aged 21 or older must complete a credit card authorization form on your behalf for room incidentals.
- Liability for Damages: Lazopoint Tours is not liable for any damages incurred to your hotel room during your stay.

Tips, Taxes, Service Fees

- Service charges and taxes imposed by hotels, suppliers, and government agencies are common and have been included in all package prices.
- Gratuities for your tour guide and driver are not included and are left to your discretion based on the quality of service received.

Lazopoint Tours Rights and Responsibilities

- Lazopoint Tours' responsibility is limited to providing the services, accommodations, and other arrangements specifically outlined in the itinerary for the booked tour. These services are subject to conditions imposed by third-party providers. Lazopoint Tours, including its employees, agents, and representatives, is not liable for any non-performance or misconduct by third-party suppliers.
- We are not responsible for the actions or omissions of any third-party suppliers, including their staff, representatives, or agents.
- Please note that production and social media teams may be present during the tour for promotional purposes. If you prefer not to appear on camera, kindly inform your host in advance.

Liability and Conduct Policy

- All participants are required to complete a liability waiver before joining any trip. Participants who choose not to sign the liability waiver are not permitted to join the tour. If a participant has already paid their deposit but later refuses to sign the waiver, their deposit will be forfeited. No exceptions.
- Lazopoint Tours is not responsible or liable for any lost items, damages, expenses, injuries, accidents, delays, irregularities, or inconveniences experienced by any person or property, regardless of how such events occur or whether they involve the actions of Lazopoint Tours' agents, employees, or representatives.
- Under no circumstances shall Lazopoint Tours be held liable to passengers or any other party for indirect, punitive, special, incidental, or consequential damages—even if advised of the possibility of such damages.
- Lazopoint Tours expressly reserves the right to deny participation to any individual, at any time before or during the tour, if their conduct is deemed detrimental to or incompatible with the interests, comfort, or welfare of the group.

Respect and Conduct Policy

- Lazopoint Tours is committed to providing a safe, respectful, and enjoyable experience for all patrons, staff, and third-party service providers. This includes, but is not limited to, hotel front desk agents, bus drivers, tour guides, restaurant staff, and other vendor representatives.
- All patrons are expected to treat Lazopoint Tours staff and third-party personnel with courtesy, professionalism, and respect at all times.

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- Disruptive behavior, including verbal abuse, harassment, intimidation, or any conduct that causes discomfort, distress, or embarrassment to others, will not be tolerated.
- Creating a public disturbance, making a scene, or engaging in behavior that negatively impacts the experience of fellow travelers or staff may result in removal from the tour without refund.
- Lazopoint Tours reserves the right to deny participation or remove any individual from the tour if their conduct is deemed incompatible with the safety, comfort, or welfare of others.
- We ask all guests to uphold a spirit of cooperation and kindness throughout the journey to ensure a positive experience for everyone involved.

Legal Disclaimer and Jurisdiction

- The illegality or invalidity of any provision within these Terms and Conditions shall not affect the validity of the remaining provisions.
- Lazopoint Tours expressly excludes responsibility or liability for any matter beyond its control, including but not limited to: firearm explosions, severe weather, acts of God, accidents, supply chain disruptions, riots, strikes, insurrections, emergencies, catastrophes, government interventions or regulations, or actions by third parties.
- The contractual relationship between the patron and Lazopoint Tours shall be governed by the laws of the Province of Manitoba.
- Any disputes arising from this agreement shall be resolved through arbitration in accordance with The Arbitration Act of the Province of Manitoba.

Indemnity and Terms Updates

- All passengers—and, if under the age of 18, their parent or legal guardian—agree to indemnify and hold harmless Lazopoint Tours, its employees, agents, and representatives from any and all costs, damages, losses, injuries, or loss of life arising from participation in the tour package or any related activities.
- Lazopoint Tours reserves the right, at its sole discretion, to revise and update these Terms and Conditions at any time. All modifications become effective immediately upon posting. By continuing to engage with our services, you agree to periodically review the Terms and Conditions and accept any changes made.

Cancellation Policy

- Lazopoint Tours reserves the right to cancel tour departures at its discretion.
- Tours may be altered, modified, or canceled due to severe weather conditions (e.g., snowstorms and road closures), unsafe travel environments, or any situation that compromises the comfort and safety of our clients.
- In such cases, route adjustments and substitute arrangements will be made where possible, weather permitting.
- A strict cancellation policy applies to cover incurred costs and lost revenue, including hotel accommodations and bus transportation. Game tickets are non-refundable and will be the responsibility of the client to resell or absorb the loss.
- No refunds will be issued for no-show reservations.