



2026|27 ICE TOURS – Terms of Travel

Fixed Pricing

The price of the **Core Tour** is fixed and guaranteed once your booking has been confirmed. There will be no increases to the Core Tour price after confirmation.

Variable Pricing

Optional **games, excursions and additional experiences ("Extras")** are currently indicative only. Final pricing for all optional activities will be confirmed and provided no later than **30 October 2026**.

Cancellations & Refunds

Should you cancel your tour after **30 July 2026**, all deposits and payments made to that date will be non-refundable.

Any future instalments that have not yet fallen due will not be payable following cancellation.

Where possible, ICE TOURS will endeavour to recover some of your costs by reselling your place on the tour. Any refund or credit will be entirely at the discretion of ICE TOURS and will depend on:

- Our ability to fill your place;
- Any cancellation or amendment fees imposed by airlines, hotels, transport providers or event organisers; and
- Any discounts required to secure a replacement traveller.

Bookings may be transferred to another traveller, subject to supplier approval. Any costs or change fees associated with the transfer will be the responsibility of the original traveller.

Valid Passport

All travellers must hold a passport that is valid for **at least six (6) months beyond the scheduled date of departure from Canada/USA**.

A clear copy of the passport identification page must be provided to ICE TOURS no later than **31 July 2026**.

Travel Insurance

Comprehensive travel insurance is mandatory for all travellers.

Evidence of your travel insurance policy must be provided prior to departure.



If you require assistance arranging suitable cover, ICE TOURS can recommend a preferred insurance provider. As a guide, comprehensive travel insurance is expected to cost approximately **AUD \$200–\$300 per traveller**, depending on age and level of cover.

Canadian & United States Visa & Entry Requirements

Travellers are responsible for ensuring they meet all immigration and entry requirements.

For travel to **Canada**, most Australian passport holders require an **Electronic Travel Authorization (eTA)** before departure.

Travellers entering the **United States** must obtain an approved **ESTA (Electronic System for Travel Authorization)** prior to travel.

Applications should be completed at least **seven (7) days before departure**, although earlier application is strongly recommended.

Government application fees are typically less than **AUD \$50 per traveller**, subject to changes by the relevant authorities.

Illness or Injury During the Tour

The wellbeing of our travellers is our highest priority.

ICE TOURS carries a basic first aid kit containing common over-the-counter medications such as paracetamol, cold and flu medication and basic first aid supplies.

Should you become ill or injured during the tour, our tour leaders will assist you in obtaining appropriate medical treatment and, where reasonably possible, provide support until you are able to rejoin the tour.

Any medical, hospital, transport or related expenses remain the responsibility of the traveller and should be covered under your travel insurance policy.

Final Itinerary

Your personalised travel itinerary will be provided by **30 October 2026**.

The itinerary will include:

- International and domestic flights;
- Hotel accommodation;
- Ground transportation;
- Confirmed game tickets;



- Optional activities and experiences booked; and
- Any other tour inclusions.

Following release of the final itinerary, travellers will receive ongoing updates should any changes occur prior to departure.

Changes Beyond Our Control

Ice Tours are not liable for any costs or impacts resulting from airline schedule changes, weather, NHL schedule changes, venue changes and force majeure.

We all Help

Much of our travel will be on coaches and they provide plenty of room for luggage and shopping. Often January the weather can also be inclement. Everybody needs to chip in and help loading and unloading as bus drivers cannot do it all.

Traveller Responsibility & Conduct

Travellers must comply with local laws, follow tour leader instructions and behave respectfully. We reserve the right for ICE TOURS to remove a traveller whose behaviour seriously affects the well being of the tour group.