GOOD NEWS

FOR THE

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QUIGLEY, ROSS & CLIFFEN

Suing for Breach of Holiday Contract

Your bags are packed, the reservations are made, you have your traveller cheques, you have the brochures promising sand, warmth and sun. You're all set! But what if things don't match the brochure?

The recent case of Snucins v. Conquest Tours et al provides interesting reading. The plaintiffs signed up for a package to the Dominican Republic through travel agents. However, when they arrived, the hotel was still being built, there was no hot water, no telephone, some rooms were not completely furnished and the swimming pool was not the cleanest. You get the idea. The plaintiffs were not impressed and sued the travel company and the travel agents when they returned to Canada for breach of contract and negligence on the part of the travel agents.

The travel people relied on a disclaimer clause in small print in the back of the brochure.

Result? The disappointed travellers won! The court held that the disclaimer clause did not cover a situation involving a fundamental breach of contract and also the clause was ambiguous. Disclaimer clauses will be construed against the person relying on the clause.

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MENU

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Roast of Beef with Horseradish Sauce
Chicken Cordon Bleu
Sole Stuffed with Garlic Shrimp
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