

TERMS AND CONDITIONS

OFFICE HOURS

Office hours are 9:00 AM to 6:00 PM Monday through Friday. The office is open on Saturdays from April to October from 8:00 AM to 4:00 PM.

GENERAL TOUR POLICIES

There is no charge for parking at all departure points, however, TouringCompany.com and the listed departure areas do not accept responsibility for theft, damage, or loss, of your parked car or its contents.

HANDICAP ACCESS

TouringCompany.com offers handicap access on its bus. With a new lift that stows in the step well, there is a one entry door for both ambulatory and wheelchair passengers. Please call ahead if you require seating for more than 2 wheelchairs.

DEPARTURE TIME:

Time of departure varies per trip. We leave at the scheduled time and can not wait for late-comers. **DESTINATION DEPARTURES:** Departures from tour destinations will be from site and at time stated by tour escort or driver. There will be no exceptions. We ask that passengers report at least 15 minutes prior to departure time.

PAYMENTS

All prices indicated are per person. One-half (50%) payment is requested for one day tours at the time your reservation is made. For multiday tours, refer to individual tour descriptions for required deposit. Balances are due and must be received 30 days before departure. If not received, your reservation might be cancelled and your deposit forfeited. Upon receipt of partial payment for one day tours or deposit or full payment for multiday tours a confirmation will be issued. Reservations made less than 30 days in advance will be required to pay the entire amount at time of booking. We do not acknowledge receipt of balances. Reservations are valid only upon full payment. There is a \$25 charge if your check is returned by your bank.

CREDIT CARDS

Deposits for all tours can be made by check or cash. For tours requiring a deposit of \$50 or more and for full payment of all tours you may use your Mastercard, Visa or Discover credit card. At the time of your reservation advise us of your credit card number, expiration date and your name and address as it appears on the credit card. There is a \$25 charge if your payment by credit card is declined.

GRATUITIES INCLUDED

All tipping for hotels, luggage and meals when stated will be included in the tour.

GRATUITIES NOT INCLUDED

The customary gratuities to the tour director, local guides and driver are not included. Such gratuities should be extended on an individual basis or in accordance with your group's requirements. Please note: This is usually easier to just get from everyone when calculating individual prices and including it for when payment is due.

MEALS

Meals are included as specified in the itinerary. Meal codes are CB = Continental Breakfast, B = Breakfast, Br = Brunch, L = Lunch, D = Dinner.

RESERVATION CHANGES

A change of any kind, such as a change of tour or tour date, is treated as a cancellation and new booking. Regular cancellation fees apply.

SPECIAL REQUESTS

We will be happy to advise hotels and restaurants of any special requests. However we cannot guarantee all such requests as not all restaurants and hotels can accommodate them or have limited availability.

INSURANCE

TouringCompany.com recommends that you procure insurance against your cancellation of a tour or your inability to continue a tour due to illness or injury. Luggage should also be insured against loss.

SEATING

All seats are reserved and assigned in order of receipt of reservations. Seats are not rotated on one day tours. On multiday tours seats are rotated in accordance with predetermined company policy in an effort to be fair and to share preferred seating. Such policy may be varied in the interest of the travelers and the needs of a particular tour. Persons wishing to sit together must submit their reservations at the same time. A reservation entitles you to join a tour. If you fail to attend the tour, TouringCompany.com reserves the right to reassign your designated seat without affecting our cancellation policy.

SMOKING

There is no smoking permitted on the buses. However, on all tours, frequent rest stops are made to accommodate our travelers.

ONE DAY TOURS REFUND POLICY

More than 14 days before departure \$10

Between 14 days and 48 hours before departure 50% of tour price

Less than 48 hours before departure No refund

RESPONSIBILITY

[TouringCompany.com](#) acts only as agent for the traveler and as such cannot be held liable for delays, injuries, accidents, loss of personal property or nonperformance on the part of bus operators, hotels or attractions.

[TouringCompany.com](#) reserves the right to decline or retain any person as a member of its tours. Though we at all times endeavor to provide the hotels, restaurants and other tour features as mentioned in our literature or website we reserve the right to substitute without notice any comparable tour features without change in price or cancel any tour, provided refund is made.

INDEMNITY

As a condition of use of this Web site, the User agrees to indemnify [TouringCompany.com](#) and its suppliers from and against all liabilities, expenses (including attorneys' fees) and damages arising out of claims resulting from Users use of this Web site, including without limitations, any claims alleging resulting from User's use of this Web sites, including with limitation, any claims alleging facts that if true would constitute a breach by User of these terms and conditions.