

IMPORTANT INFORMATION – PLEASE READ CAREFULLY
MOTORCOACH TRAVEL

Holiday Cruises & Tours of Tallahassee is delighted to confirm your vacation. We appreciate your business and hope that you have a wonderful experience. Please take a few moments to read the important information below, as well as the cruise line's or tour provider's brochure and the insurance information that has been provided to you. Holiday Cruises & Tours of Tallahassee cannot be held responsible for issues or misunderstandings that may arise because a customer has failed to read the information provided. It is incumbent upon the passenger to make us aware of any medical, dietary or other special needs that you may have. Please call us if you have any questions. We are here to help make your vacation as stress-free as possible.

- ❖ **ACCURACY:** Please verify that the information shown on your confirmation is as you understood it to be when you booked your vacation. Any errors not reported immediately to Holiday Cruises & Tours of Tallahassee may result in suppliers charging substantial fees plus applicable fare increases for changes which will be the responsibility of the passenger(s).
- ❖ **PAYMENTS:** **Holiday Cruises & Tours of Tallahassee will accept cash, checks, money orders and credit/debit cards. Credit and Debit Cards will be assessed a 4% service fee and is nonrefundable.**
- ❖ **INSURANCE:** Holiday Cruises & Tours of Tallahassee wants your trip to be worry-free. That's why we strongly recommend that you purchase the optional travel insurance as described in the provided literature. This special insurance for cruise and tour vacationers includes coverage for trip cancellation or interruption due to covered unforeseen circumstances, baggage loss or damage, and medical coverage for accidents or illness incurred while on vacation. The cost of the insurance has been included in your invoice as a separate line item. If you do not want this valuable coverage and are willing to accept full financial responsibility for potential losses, simply return the confirmation with the insurance waiver at the bottom signed and dated, and deduct the insurance premium from your final payment. By declining the purchase of travel insurance, the traveler assumes all responsibility for the risks inherent to traveling. For trips of 2 nights or less, please call for an insurance quote.
- ❖ **CANCELLATION CHARGES** **More than 60 days before travel date: \$50 per person**
31 – 60 days before travel date: 50%
30 days or less before travel date: 100%
Refunds are not guaranteed due to Global Events, Pandemics or Acts of Nature
- ❖ **COMMUNICATIONS:** All correspondence from Holiday Cruises & Tours of Tallahassee will be mailed to the first passenger listed on the confirmation. Generally, this is the person who arranged for the vacation with the Holiday Cruises & Tours of Tallahassee Counselor. It is incumbent upon this person to communicate all information received to the other members of his or her party. This information may include, but is not necessarily limited to: the information contained herein; payment terms and schedules; insurance information; cancellation policies and penalties; and any additional information that is necessary to ensure a safe and enjoyable vacation. It is the lead passenger's responsibility to be sure that he or she has obtained the appropriate cruise line or tour operator brochure which contains important information relating to the details, policies and procedures for the vacation.
- ❖ **AGENCY DISCLAIMER:** **A detailed itinerary package of your tour will be mailed 3 weeks before tour date.** Holiday Cruises & Tours of Tallahassee is an independently owned and operated franchise of Holiday Cruises & Tours of Tallahassee and acts solely as a general booking agent for the purpose of processing bookings and reservations with various travel suppliers. Holiday Cruises & Tours of Tallahassee has no control over the travel suppliers, the fares charged for their services, their policies and procedures, the scheduling of their services, or the methods of providing services. Therefore, Holiday Cruises & Tours of Tallahassee shall not be responsible or liable, and is released of responsibility and liability, for any delay, inconvenience, loss, or damage to personal or property injury, to any passenger resulting from breach of contract or any acts or omissions on the part of any travel supplier, any cancellation of any service by a travel supplier, any refund due from a travel supplier, any terrorist activities, civil or labor unrest, mechanical or construction defects or failures, diseases, local laws, climatic conditions, or any other cause. **If your travels are interrupted due to health, injury and/or family emergencies it is the responsibility of the traveler to make arrangements to meet the group as scheduled or make arrangements to return home.**

Thank you for choosing Holiday Cruises & Tours of Tallahassee