

Tour Terms of Service

Tours Inclusions: (overview)

- Round Trip transportation in spacious, late model motor coaches. (Trips may be in downsized vehicle if rider-ship is small)
- All coaches are equipped with restroom, A/C, adjustable seats, DVD & Monitors, PA systems and Panoramic windows. When necessary, pickups and returns may be made via one of our vans.
- All lodging on overnight trips; double price based on two persons to a room.
- All transportation for tours announced in the itinerary such as train rides, boat cruises, bus tours etc.
- Baggage Handling & Tips for included meals. 1 bag per passenger when applicable.

Tour Exclusions:

- Optional tours, meals, transportation and any admission not outlined in the tour description.
- Incidentals such as telephone calls, room service, etc., at places of lodging.
- Tips to local tour guides, chambermaids and items of personal nature.
- Gratuity for Driver and/or escort. This should reflect the quality of service given.

Coach Operators:

Our drivers are handpicked professionals, chosen for their experience, safety record, congeniality and true concern for the welfare of our passengers. The tour manager and driver cooperate fully to assure you of a relaxing, restful travel experience. Your enjoyment, comfort and safety are their first concern.

Tour Managers:

Your tour is escorted by a congenial, highly trained Tour Manager. They are knowledgeable, courteous, eager to see to your comfort while aboard the motor coach and anxious to help you enjoy your travels. Any special needs should be brought to the attention of the Tour Manager. On occasions a driver/tour manager will be used. Excludes shopping trips and casino trips

Parking/Boarding:

Kewl Tours & Charters assumes no liability for theft or damages to any parked vehicle or its contents. Motorcoach will be available for boarding 15 minutes prior to departure.

Luggage:

All tote bags, train cases or dress carry totes are considered hand luggage and are to be carried on board the motor coach by each passenger. Your luggage service is limited to one large suitcase per person. Although every effort is made to handle the luggage as carefully as possible, we cannot assume liability or accept claims for loss or damage due to breakage, theft, hotel or carrier handling, fair wear and tear, etc. If you wish, baggage insurance can be obtained through your homeowner's policy or through optional travel insurance. All Baggage, hand carry or stowed, is subject to random inspection prior to boarding coach.

Dress:

The wise traveler travels light. Most of our tours require casual dress and comfortable shoes. Always carry a sweater or light jacket and pack your swimsuit. Any special or unusual clothing needs will be designated in your final tour instructions.

Seating:

We do not rotate seating. We will secure seats on a first come fully paid basis. You may choose any available seat at that time. When you choose your tour and make your payment in full, you will then have a secure seat. Travel Club members may reserve any seat they choose upon request.

Reservations:

Payment or deposit is due within seven (7) days of booking. Reservations without deposit or full payment cannot be held. Payment plans are available for multi-day vacations. For your convenience, we accept cash, checks, Visa, MasterCard and Discover. Order processing charges may apply. Forty-five (45) days prior to trip, full balance is due.

Tour Terms of Service

Tour Cancellations:

The cost of each tour on our schedule is based on the assumption that a specified minimum number of persons will participate. (You can help us avoid cancellations by making your reservations and encouraging your traveling friends to make their reservations early.) Thirty days before departure, we check the reservation lists to see if that required number has signed up. If the list is reasonably close, we run the tour. Occasionally, only a few reservations have been received, and a decision to cancel the tour must be made. We then notify everyone who has made reservations and refund their money in full within 30 business days of cancellation. We hate to cancel a tour. Before it is offered in our schedule, we spend countless hours writing itineraries, making lodging reservations, contacting attractions, etc. All of these efforts are lost if the tour cancels.

Itinerary Variations:

Tours are planned a year or more in advance. Between planning time and the actual tour operation, Kewl Tours constantly strives to improve each itinerary to your advantage, convenience, and enjoyment. If improvements can be made or unforeseen conditions beyond our control deem necessary, we reserve the right to vary itineraries and substitute facilities equivalent or of better value. During local or national holidays and Sundays, certain features such as museums, sightseeing tours and shopping may be limited or unavailable. In such instances and whenever possible, itinerary adjustments and substitutions are made to minimize inconvenience. Itineraries are subject to change and may run in reverse order or changed to accommodate venues.

Fuel Surcharges:

From time to time, we may find it necessary to add a fuel surcharge, much like an airline charges. We do this to save the confusion of re-pricing and republishing prices. It may go up, or down, or be eliminated all-together, with fuel price changes.

Refund Policy:

A cancellation notice must be received 45 or more days prior to departure date for single day tours and 60 or more days for multi-day tours, in order to receive a refund, except if trip cancellation insurance is purchased. Only recoverable portions of qualified cancellations are refundable. See below. All refunds will be subject to a \$10 processing fee per seat if cancellation is received 45 or more days from the date of departure

Trip cancellation insurance is highly recommended BUT only recoverable portions of qualified cancellations are refundable. This would include Broadway shows, sporting events, concerts, or other special ticketed events for admission in which Kewl must purchase in advance. The recoverable portion can be recovered ONLY IF the ticket is RESOLD! In order to resell the ticket, trip must be SOLD OUT. We will try our best to resell the ticket for you. NO SHOW on day of departure = NO REFUND!

Refunds are not given on tours for attractions, meals, etc., for which individuals do not participate while on the tour. Groups of ten or more traveling together may not cancel; however, you may replace one or more people up to 48 hours before departure. Refunds have a minimum processing fee of \$10.00 pp. 100% of qualified refunds may be applied to another trip of the same type only.

Trip cancellation insurance and or cancellation waivers are highly recommended and will provide 100% refund for covered conditions. EXCEPT ticketed events as outlined above. Please contact our office for details.

Casino Line Runs (single day trips) may be rescheduled up until 48hrs prior to departure with a \$10 fee. The reschedule date must be within 30 days, when available, of original trip date and may only be rescheduled one time. After one reschedule, no refund will be issued. **Casino Bonus Packages are not given by Kewl Tours and are not connected to the price for your trip. The Bonus offered by the casino is subject to change by the casino at any time without notice.*

Deposits:

For single day tours, the deposit amount required is \$25.00 or the cost of the trip, whichever is specified. For overnight tours, the deposit amount is \$50.00 or the cost of the trip, whichever is specified.

For multi-day tours, the deposit amount required is \$200, unless otherwise specified. Forty-five (45) days prior to trip,

Tour Terms of Service

full balance is due. Some tours that have non-refundable deposit requirements will require payment in full as the deposit, ask for details. Fully paid reservations are price protected; all others are subject to price increases and surcharges, due to increased costs.

No Smoking Policy:

Smoking is NOT permitted on any Kewl Motor Coach out of courtesy to your fellow passengers and your driver. Smoking rooms are subject to availability at any overnight trip and are not guaranteed. Customers should not smoke in non-smoking rooms; customers who do so are responsible for any hotel fees where they have done so. Kewl is not responsible for customer's fees. Rest stops are made every 2-3 hours to give those who smoke ample opportunity to do so. We strictly enforce this policy on our coaches.

Beverages:

Passengers are not allowed to bring alcoholic beverages onboard for consumption. . Alcoholic beverages that are purchased while on tour will be stored by the driver on the motor coach and returned to you on the last day. At anytime, the driver may inspect containers (water bottles, soda bottles, mouthwash, luggage etc.) and will dispose of containers holding alcohol. Passengers, who violate any alcohol policies, over consume, provide alcohol to people under age 21, demonstrate irresponsible behavior, or attempt to conceal alcoholic items on-board, may be disembarked or not allowed to board, at their own expense. Glass containers are not permitted on motor coaches due to Federal Regulations.

Responsibility:

Kewl acts only as agent for the passenger and, therefore, will accept no responsibility for any delays, delayed departure or arrival, loss, damage or injury to person or property.

Insurance:

You are fully insured while on our motor coaches as required by law. It is understood that the carrier assumes no liability for accidents, damages, losses or nonperformance of service on the part of any establishment referred to in connection with the tour. Carrier's responsibility is limited to the actual transportation services offered in connection with the tour. Additional insurance for off-bus coverage is available on request. Travel Insurance: We strongly suggest you inquire about this insurance when booking any multi-day tour with us. The cost of the insurance is based on the cost per person of the tour.

Proof of Citizenship:

A passport or passport card is now required to enter Canada or Mexico. You must have a valid passport to enter the United States by motorcoach. It is the best form of identification. A Drivers License is not sufficient. Non-US Citizens must have their passport AND visa or alien card, which permits entry into Canada.

Pricing & Marketing:

Prices and availability of products and services are subject to change without notice. Errors will be corrected where discovered, and Kewl Tours & Charters reserves the right to revoke any stated offer and to correct any errors, inaccuracies or omissions including after an order has been submitted and whether or not the order has been confirmed and your credit card charged. If your credit card has already been charged for the purchase and your order is cancelled, Kewl Tours & Charters will issue a credit to your credit card account in the amount of the charge. Individual bank policies will dictate when this amount is credited to your account. If you are not fully satisfied with your purchase, you may cancel your reservation subject to the terms listed elsewhere in these Terms of Service and Policy Statements.