

# 2023 NORTH AMERICA HOLIDAYS

## Booking Conditions

**Payments:** All deposits and final payments can be made by check or credit card. We accept the following credit cards: Visa and MasterCard.

**Prices Subject to Change:** We reserve the right to vary itineraries and prices and substitute facilities, hotels or events of equal or better quality if necessary.

**Guaranteed Share Program for Single Travelers:** If you are traveling alone, are a non-smoker, and would like a roommate for cost savings, let us know at the time of booking your reservation. You will be paired with another traveler of the same gender at the twin rate. If no roommate is available, you will get a single room yet only pay the twin price. Guaranteed share reservations are available until the final payment period of a tour.

**Roommate Cancellation:** If you are booked as a "twin" and your roommate cancels their reservation, and you cannot find another roommate, you may either travel as a guaranteed share (see above) or travel as a single and pay the single supplement.

**Health and Walking on Tour:** Some sites visited have limited motorcoach access and may involve considerable walking, stairs or inclines. Travelers should be in reasonably good health. Some programs include destinations in higher elevations that may have varying effects on individual travelers. Tour Managers and Coach Drivers cannot lift or assist travelers into transportation vehicles. Mayflower Cruises & Tours requires that persons requiring assistance be accompanied by a companion who is capable of and totally responsible for providing the assistance.

**Revision Fees:** A fee of \$25 per person per transaction will be charged for any changes, revisions or alterations made to your reservation after confirmation.

**Luggage Handling:** The tour cost includes portage for one average size suitcase. A charge of \$5.00 per hotel will be collected by the Tour Manager for each additional piece of luggage that you bring.

**Travel Documents:** Your travel documents will be in your possession approximately 14 days prior to departure. Documents include tour itinerary, departure and arrival information and times, hotel and ship information, clothing suggestions, baggage tags, plus any helpful hints.

**Smoke Free Environment:** Although smoking is not allowed on the motorcoach, frequent rest/smoking stops are made.

**Travelers with Special Needs:** You must advise Mayflower at the time your booking is made of any disability requiring special attention. Mayflower will make reasonable efforts to accommodate the special needs of our travelers. Be aware that the Americans with Disabilities Act is applicable only within the United States and that accommodations for disabled travelers outside the United States may be more limited. If a traveler requires assistance, we require that he/she be accompanied by a companion who is capable of and totally responsible for providing the assistance. Neither Mayflower personnel, nor its suppliers, may lift or physically assist travelers. If a traveler thinks he/she might need assistance during a trip, he/she should call Mayflower to determine what assistance might reasonably be provided. If special arrangements are provided, and these arrangements add to the Tour Operator's cost, the Tour Member will be responsible to pay the additional costs. Mayflower cannot provide special individual assistance to travelers with special needs for walking, dining or other routine activities.

**Membership:** Mayflower reserves the right to withhold tour membership, or to require any traveler to leave a tour at any time, when such action is determined by Mayflower to be in the best interests of the traveler or the tour group. Children must be at least six years of age and accompanied at all times by a guardian.

**Force Majeure:** Except where otherwise expressly stated in these terms and conditions we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any damage, loss or expense of any nature as a result of Force Majeure. "Force Majeure" means any event which we or the supplier of the services in question could not, even with all due care, foresee or avoid.

**Responsibility:** These tour programs are operated by Mayflower Cruises & Tours, Inc. 650 Warrenville Rd, Suite 500, Lisle, IL 60532. In common with other companies, Mayflower acts only as an agent for Tour Members in arranging room accommodations, transportation, sightseeing, admissions and restaurants. Mayflower reserves the right in its sole discretion to

make changes in the itinerary and is not responsible for expenses, loss of time, money or other occurrence resulting from a change of tour scheduling made for Tour Members. Mayflower reserves the right to accept, decline or retain any person as a member of the tour, and is not responsible for any losses or damages of personal property, or for injuries, expenses or damages incurred by any Tour Member.

**United States Tour Operators Association \$1 Million Travelers Assistance Program:** Mayflower Cruises & Tours, Inc. shares the coverage available under the United States Tour Operators Association ("USTOA") \$1 Million Travelers Assistance Program with affiliates of Mayflower Cruises & Tours who, as an Active Member of the USTOA is required to post \$1 Million with USTOA to be used to reimburse, in accordance with the terms and conditions of the USTOA Travelers Assistance Program, the advance payments of Mayflower Cruises & Tours travelers in the unlikely event of Mayflower Cruises & Tours bankruptcy, insolvency or cessation of business. Further, you should understand that the \$1 Million posted by Mayflower Cruises & Tours may be sufficient to provide only a partial recovery of the advance payments received by Mayflower Cruises & Tours. Complete details of the USTOA Travelers Assistance Program and a list of affiliates may be obtained by writing to USTOA at 345 Seventh Avenue, Suite 1801, New York, NY 10001, or by email to [information@ustoa.com](mailto:information@ustoa.com) or by visiting [www.ustoa.com](http://www.ustoa.com).

**Payment Information:** Listed below is a schedule of deposit and final payment due dates. You will note that the first category includes an optional Travelers Protection Plan (TPP) which is to be paid within five business days after your reservation. Please see "Travelers Protection Plan (TPP)" section on the next page for further explanation of this benefit.

### Deposit Schedule - Land tour price up to \$3,500

Land Tour with Air*	Deposit Per Person	Final Payment
• With TPP Coverage	\$450	60 Day
• Without TPP Coverage	\$200	60 Day
Land Tour Only*	Deposit Per Person	Final Payment
• With TPP Coverage	\$375	60 Day
• Without TPP Coverage	\$200	60 Days

### Deposit Schedule - Land tour price from \$3,501 and up

Land Tour with Air*	Deposit Per Person	Final Payment
• With TPP Coverage	\$499	60 Days
• Without TPP Coverage	\$200	60 Days
Land Tour Only*	Deposit Per Person	Final Payment
• With TPP Coverage	\$425	60 Days
• Without TPP Coverage	\$200	60 Days

**Deposit Schedule:** Alaska Adventure Cruise, Hawaii Cruising in Paradise, Canadian Rockies by Rail, Red Rocks to the Rockies, New England and Canada Cruising

Land/Cruise Tour with Air*	Deposit Per Person	Final Payment
• With TPP Coverage	\$799	120 Days
• Without TPP Coverage	\$400	120 Days
Land/Cruise Tour only*	Deposit Per Person	Final Payment
• With TPP Coverage	\$739	120 Days
• Without TPP Coverage	\$400	120 Days

**Deposit Schedule:** Steam boating on the American Queen / American Duchess

Land/Cruise Tour with Air*	Deposit Per Person	Final Payment
• With TPP Coverage	\$899	140 Days
• Without TPP Coverage	\$400	140 Days
Land/Cruise Tour only*	Deposit Per Person	Final Payment
• With TPP Coverage	\$899	140 Days
• Without TPP Coverage	\$400	140 Days

**Deposit Schedule:** Polar Bear Discovery

Land Tour with Air*	Deposit Per Person	Final Payment
• With TPP Coverage	\$1,399	180 Days
• Without TPP Coverage	\$800	180 Days
Land Tour only*	Deposit Per Person	Final Payment
• With TPP Coverage	\$1,299	180 Days
• Without TPP Coverage	\$800	180 Days

\*Land tour price is based on twin occupancy rate

**Refund and Cancellation Policy:** All payments for land, air and train arrangements (ticketed by Mayflower Cruises & Tours) will be refunded when cancellations are more than 90 days prior to departure less the deposit amount, which is non-refundable, unless otherwise noted below. If you purchase the optional Travelers Protection Plan (TPP), you will be refunded all payments, including the deposit amount, less the TPP premium amount. **\*Exception:** If you purchased non-refundable airline tickets from Mayflower Cruises & Tours, the TPP does not provide a refund for the airline tickets in the event of a cancellation or a return transportation benefit if you must return home early. You will only be charged the TPP premium for the land tour instead of the premium for land tour with air. Should you choose not to purchase our Travelers Protection Plan, the following per person cancellation charges will be assessed for all tours and optional excursion costs:

#### North America Tours

- 61 days or more: Deposit Amount
- 60 to 31 days prior: 20% of tour cost
- 30 to 15 days prior: 30% of tour cost
- 14 to 1 day prior: 40% of tour cost
- Day of departure or early departure from tour: 100% of tour cost
- No refund on unused portions of the tour

#### Alaska Adventure Cruise, Hawaii Cruising in Paradise, Canadian Rockies by Rail, Red Rocks to the Rockies, New England and Canada Cruising

- 121 days or more: Deposit Amount
- 120 days until day of departure: 100% of the tour cost
- No refund on unused portions of the tour

#### Steam Boating on the American Queen / Duchess

- 141 days or more: Deposit Amount
- 140 days until day of departure: 100% of the tour cost
- No refund on unused portions of the tour

#### Polar Bear Discovery

- 181 days or more: Deposit Amount
- 180 days until day of departure: 100% of the tour cost
- No refund on unused portions of the tour

Traveler Protection Plan for Canadian Rockies by Rail, Red Rocks to the Rockies, Polar Bear Discovery, Steam boating on American Queen/Duchess is managed and administered by Trip Mate Inc. and refunds for cancellation are provided by them based on cancellation due to covered reasons. For full coverage and cancellation details, please go to [www.tripmate.com/wpF431G](http://www.tripmate.com/wpF431G)

**Exclusions:** Mayflower Cruises & Tours reserves the right to alter its Refund and Cancellation Policy when a substantial amount of cancellation or postponement of travel is attributable to: conditions resulting from an act of God, natural or man-made disaster, fire, government action, civil disorder, war, hostilities between nations, or unavailability of transportation through no fault of Mayflower Cruises & Tours.

**Air Services:** Airfare may be purchased through Mayflower for travel originating in the United States. By using Mayflower's air services, you accept that Mayflower is only acting as your agent and is not responsible for any accident, death, personal injury, illness, property damage, delay or other monetary loss or expense of any nature that may arise directly or indirectly out of any act of God, or any actions or default of any carrier. Mayflower is not liable for, and does not assume responsibility or accept claims with regards to any losses incurred due to cancellation of flights or change in flight schedule resulting in additional expenses to you, even when the air services are purchased through Mayflower.

**Tour Price Includes:** All motorcoach transportation noted in the tour itinerary, round trip airport transfers on the tour departure and return dates (only), services of the Tour Manager and driver, lodging, sightseeing, taxes, admissions, gratuities for bellmen and waiters for included meals, as well as future travel credits. Included meals are clearly noted in the touring description. Air transportation is available upon request, at additional cost, for United States and Canada Tours. For travelers purchasing their own air, airport transfers are included provided their flight arrival and departure times meet the time frames suggested in the brochure.

**What is Not Included on the Tours:** The land price of your tour does not include airfare to the tour departure point; excess luggage charges; items of a personal nature; meals not included on the itinerary; sightseeing attractions listed as "optional excursions" and gratuities to the full time Tour Manager, motorcoach driver, all airport skycaps, van or limo drivers and local guides.

**Airline Security Measures:** The Transportation Security Administration requires that travelers provide their name exactly to their airline as it appears on the passport or a government issued I.D.(such as a drivers license) to be used while traveling, along with their date of birth and gender when making reservations to fly within the U.S. When making your flight reservations through Mayflower Cruises & Tours, you will be asked for this information by our staff. Due to airline security measures, your photo I.D. or passport must match your airline ticket name and your tour reservation name or you may be denied aircraft boarding.

**Passport & Visas for Canada and Mexico:** Each U.S. citizen must have a valid passport for entry into Canada or Mexico. No other documents will be accepted. Expiry date of passports should be at least six months after the return date of tour. If you don't have a passport, call our office and we'll tell you how to apply for one. Holders of non-U.S. passports should contact their nearest consulate and inquire about the necessary passport or visa documentation required for entry into the countries visited.

## Travelers Protection Plan

**Our Travelers Protection Plan consists of a Cancellation Fee Waiver combined with Travel Insurance Benefits.**

**Part A - Cancellation Fee Waiver (CFW):** Should you have to cancel your tour or interrupt your tour en route, we have added a non-refundable Travelers Protection Plan (TPP) in our deposit schedule. If you do not wish to purchase this protection, simply deduct the amount from your deposit. This non-refundable fee waives all cancellation fees and penalties, provided we are notified of the cancellation one day before your tour departs. While on tour, if a passenger must leave early due to a personal illness, illness or death of a member of the immediate family, the purchase of the Travelers Protection Plan (TPP) guarantees full refund for any unused services (including purchased optional excursions) after the departure of the tour. Handling of return air transportation is included if your airline tickets were provided by Mayflower Cruises & Tours. **\*Exception:** If you purchased non-refundable airline tickets from Mayflower Tours, the TPP does not provide a refund for the airline tickets in the event of a cancellation or a return transportation benefit if you must return home early. You will only be charged the TPP premium for the land tour instead of the premium for land tour with air.

**Exclusions:** Mayflower Cruises & Tours reserves the right to alter its refund and cancellation policy when a substantial amount of cancellation or postponement of travel is attributable to: conditions resulting from an act of God, natural or man-made disaster, fire, government action, civil disorder, war, hostilities between nations, or unavailability of transportation through no fault of Mayflower Cruises & Tours.

#### Part B - Travel Insurance Benefits

In addition to the Part A - Cancellation Fee Waiver, this plan also provides the following travel insurance benefits. These Part B Benefits are offered and administered by Trip Mate Insurance Agency, Inc., are underwritten by the insurance carriers listed below and are subject to the terms, conditions and exclusions of the policy:

- \$25,000 Accidental Death & Dismemberment
- \$2,800 Trip Delay (Up to \$200 Per Day for up to 14 days)
- \$500 Trip Delay (Up to \$100 Per Day)
- \$25,000 Medical Expense/Emergency Evacuation
- 24 Hour Worldwide Assistance Service
- \$2,000 Baggage / Travel Documents
- \$500 Baggage Delay (Up to \$100 Per Day)

Certain exclusions and limitations apply and are detailed in the Description of Coverage Brochure which will be enclosed with your deposit receipt and is also available to you, upon request, at any time prior to your purchase of the plan. For example, coverage does not apply to; suicide, normal pregnancy, war or any act of war, mental or nervous disorders. A Traveling Companion is defined as a person booked to share accommodations in the same room or cabin with you during your trip. Sickness or Injury must require care by a Physician and must commence while insurance is in force for you. This plan does not cover a loss that results from an illness, disease, or other condition (of you, an Immediate Family Member, Traveling Companion or Business Partner), event or circumstance which occurs at a time when this plan is not in force for you.

Part B Travel Insurance is underwritten by Monumental General Casualty Company (all states except as otherwise noted) & Monumental Life Insurance Company (AK, KS, ME, MA, NH, NJ, NC, WA, WI, WY) & J.C. Penney Casualty Insurance Company (CO, MI, MN, NY, VT).

For complete details on the protection plan refer to the Description of Coverage Brochure enclosed with your deposit receipt.

**Important!** The Travelers Protection Plan must be purchased by the time of initial payment and may not be purchased at a later date.

