

POLICIES AND PROCEDURES

TRI-STATE TRAVEL

and its agents act only in the capacity of an agent for its passengers in matters relating to transportation (whether by common, contract or private carriers): MC-1 2655-M1-F hotel accommodations and/or features of its tours entrusted to any person or company and holds itself free from all responsibility from whatever cause. It reserves the right to change any arrangements, should situations necessitate, offering substitute of equal value: to cancel the operation and/or decline to book or retain any person(s) on it tours, making full or equitable refunds.

NO SMOKING ON SIGHTSEEING COACHES

Tri-State Travel has adopted a policy of No Smoking on any Tri-State Travel Motorcoach. Convenient rest breaks are included in every tour so that those wishing to indulge may do so.

SEATING ARRANGEMENTS

Seats may not be reserved, however, so that all passengers may enjoy the amenities of our deluxe motorcoaches equally Tri-State Travel has developed a practice of rotating seats on a regular basis in a definite pattern.

TOUR DIRECTORS

Most tours are personally and professionally conducted with a Tour Director, striving to make your tour worry free. Local guides and drivers are provided as needed to give you a complete picture of each new destination you visit.

BAGGAGE ALLOWANCE AND RESPONSIBILITY

Each person is allowed to check one suitcase and one carry-on bag. The checked/tagged luggage will be placed under the motorcoach during transit. Your carry-on bag must fit in the overhead storage or under your seat and cannot be larger than 16"x12"x8". Your checked luggage may not exceed 50 lbs. We recommend a soft sided carry-on bag for space adaptability. There will be a charge of \$10.00 per day for each additional bag. All items carried on the motorcoach are the responsibility of the individual. Tri-State Travel is not responsible for any item(s) left behind, either on the motorcoach, airplane, hotel, etc. Please mark each bag with proper identification, using the luggage tag provided with your final documents.

TOURS INCLUDE

All transportation, as shown in the itinerary, will be via restroom-equipped, air-conditioned luxury motorcoaches except where other forms of transportation are specified. Comfortable hotel accommodations await you each night on tours requiring overnight stops. Also included are luggage handling, sightseeing, admissions, taxes and the services of a tour director and driver. Meals, if included, are identified with each tour program.

NOT INCLUDED

All meals not listed in the itinerary are not included in the price. For those meals not included, may we suggest a 15% - 20% gratuity per meal. Souvenirs and personal items are not included. Gratuities for the Tour Director and Motorcoach Driver are at your discretion at the end of the tour on an individual basis. The suggested level of gratuity for the Tour Director is \$5.00 per person per day and the same for the Motorcoach Driver.

IMMIGRATION

Each United States Citizen should have in his or her possession proof of citizenship when traveling abroad and re-entering the United States i.e. a current passport or other required identification. Those persons who are not U.S. Citizens must have necessary documents for entry into foreign countries and re-entry into the United States. No vaccination or shots required. Complete up-to-date information in regard to each particular trip is provided at the time of booking. If, for any reason, you do not have the required papers or documents, which in turn prohibits you from continuing on with the tour group, any additional overnight accommodations, air fare and general expenses will be at your own expense and not the responsibility of Tri-State Travel.

RESERVATIONS AND DEPOSITS

All deposits are due within 10 days of making your reservation. Tri-State Travel accepts cash, personal checks or credit card (Master Card/ Visa/Discover) as payment for all our retail tour programs.

MOTORCOACH TOUR DEPOSIT/FINAL PAYMENT

Deposits based on the per person tour price
Trip Cost up to \$1,000.00 per person \$250.00 per person deposit
Trip Cost \$1,001.00 to \$2,000.00 per person \$500.00 per person deposit
Trip Cost \$2,001.00 to \$3,000.00 per person \$750.00 per person deposit
Final payment due 60 days prior to departure

MOTORCOACH CANCELLATION POLICY

Cancellations received 60 days prior to your tour departure will be assessed a \$100.00 per person cancellation fee. If the entire tour is cancelled due to lack of reservations 100% of your deposit will be refunded.

Cancellations received 59 - 30 days prior to departure will be assessed 50% of the per person tour price
Cancellations received less than 30 days prior to departure will be assessed 100% of the per person tour price
No Shows forfeit 100% of the per person tour price

AIR/RAIL & CRUISE TOUR DEPOSITS

Trip Cost \$1,001.00 to \$2,000.00 per person \$500.00 per person
Trip Cost \$2,001.00 to \$3,000.00 per person \$750.00 per person
Trip Cost \$3,001.00 to \$4,000.00 per person \$1,000.00 per person
Trip Cost \$4,001.00 to \$5,000.00 per person \$1,250.00 per person
Trip Cost \$5,001.00 to \$6,000.00 per person \$1,500.00 per person
Final payment due 90 days prior to departure unless otherwise indicated

AIR/RAIL & CRUISE CANCELLATION POLICY

Cancellations received 90 days prior to departure will be assessed a 25% administrative fee of the initial tour deposit. If the entire tour is cancelled 100% of your deposit will be refunded.

Cancellations received 89-60 days prior to departure will be assessed 50% of the per person tour price
Cancellations received less than 60 days prior to departure will be assessed 100% of the per person tour price
No shows forfeit 100% of the per person tour price

TRAVEL PROTECTION PLAN - TRIP-MATE INSURANCE IS OUR PREFERRED PROVIDER

The Travel Protection Plan is not included but is available and strongly recommended. Premium is non-refundable unless the entire tour cancels. We offer a travel protection plan through Trip Mate Travel Insurance/a division of United States Fire Insurance Company Eatontown, NJ. Any surcharges and/or tax increases received from suppliers for this package (Airlines, Cruise Companies, Hotels, etc.) may result in an increase in the per person price of your tour package. For those individuals who may have purchased the Travel Protection Plan, this may also result in an increase in your Travel Protection Plan Premium. Please refer to www.tripmate.com/Plan_TPD13 for (domestic) or TPG13 (international/cruises/airlines) information details. Waiver of Pre-Existing Condition Exclusion... The exclusion for Pre-Existing conditions will be waived provided (a) your payment for this plan is received within seven days of the date your initial payment or deposit for your trip is received; and (b) You are not disabled from travel at the time your plan payment is paid.

TRAVELING COMPANIONS

If two or more persons have made reservations to share accommodations while traveling together, and any member of the group cancels, the remaining members will be required to pay the advertised rate based upon the number of persons actually occupying the accommodations during the tour. Note: Triple and Quad accommodations will only have two beds per room.

PRE & POST ACCOMMODATIONS

Tri-State Travel departure points are conveniently located near many hotels. Our staff will be happy to assist you with your pre and post tour accommodations. These accommodations will be at the patron's expense, but at a special negotiated rate.

ADDITIONAL TOURS

For up-to-date information on all our tour packages, be sure to check our website www.tristatetravel.com. You can also contact your nearest Tri-State Travel office and have your name placed on our mailing list and e-mail blast for upcoming announcements. One- and two-day tours and special programs developed throughout the year will also be available on our website.

SURCHARGES

Tri-State Travel reserves the right to assess a surcharge to any established tour price should we receive such increases for airlines, cruise companies or any travel suppliers or should fuel prices increase to the point it affects our operation.

CELEBRATING 80+ YEARS SERVING THE MIDWEST AREA