

BOOKING CONDITIONS AND OTHER IMPORTANT INFORMATION

WHAT'S INCLUDED IN THE TOUR PRICE

Inter-city Travel: By private motorcoach, trains and ferries (see itineraries).
Air Transportation: Inter-island airfares are included in all Hawaii programs as indicated on the itinerary pages.
Touring: By air-conditioned luxury motorcoaches with reclining seats and onboard restroom facilities. To guarantee departures for smaller groups, tours in Mexico and Costa Rica may be operated occasionally with smaller motorcoaches, these smaller coaches feature air conditioning and reclining seats, but no restroom on board.
Hotel Accommodations: Prices are per person and based on persons sharing a two-bedded room with private bath and hot shower. Triple occupancy is based on three people sharing one room with two beds; "roll-away" beds are not included in triple prices. Triple occupancy may not be comfortable for three adults sharing. Quad occupancy is based on four people sharing one room with two beds; "roll-away" beds are not included in quad prices. Quad occupancy is strictly reserved for families traveling with young children and is not available to four adults sharing. (Please see page 20-21 for more details). Hotels listed in the itineraries are intended to be used on all departures; however, from time to time other hotels may be used for various reasons. Alternate hotels will be of a standard similar to those featured in the brochure. Every effort has been made to reserve two-bedded rooms; however, on some occasions rooms with one bed may be the only choice available. These guests will be allocated to single travelers and couples list; other rooms may feature a single bed and "roll-away" bed or Murphy bed. Rooms who are members of Hotel Frequent Traveler programs are not entitled to earn points with any of the hotels featured on a Trafalgar tour. Special room requests such as smoking/non-smoking, adjacent, connecting or lower-floor rooms must be requested at the time of booking. These special room requests cannot be guaranteed and are based on availability at the time of check-in. Many hotels in North America are now 100% smoke-free. This smoke-free policy includes all guest rooms, restaurants, lounges, meeting rooms, public spaces, and employee work areas. Smoking in a non-smoking room will result in a fine of up to US\$550 per person.
Tour Director: Guided vacations are conducted in English by a professional Tour Director.
Meals: Full American breakfasts (FB) are served when available. When not available, a Continental breakfast is served (CB). Dinners (D), Lunch (L), and Breakfast (B) are served when available. When not available, a Continental breakfast is served (CB). Dinners (D), Lunch (L), and Breakfast (B) are served when available. When not available, a Continental breakfast is served (CB). Dinners (D), Lunch (L), and Breakfast (B) are served when available. When not available, a Continental breakfast is served (CB).
Lighting: Excursions, entrance fees and English-speaking guide (when required) are included as detailed in the itinerary pages.
Transfers: Between airports, hotels, railway stations and piers are included as indicated on each tour (please see page 107 for details on airport transfers). There will be no refund for unused airport transfers.
Portage: Baggage handling of one suitcase per person, at each tour hotel and at the airports for all inter-island flights on the main islands is included in the tour price. Due to limited coach capacity, a single bag should have dimensions not exceeding 30" x 18" x 10" (76 x 46 x 25 cm) and weight not exceeding 50 lbs (23 kg). Please note that some airlines restrict checked luggage allowance - check with your airline. A charge of US\$54/each per bag will be collected by the Tour Director if a second piece of baggage is carried, or if the suitcase exceeds the established weight and/or dimensions. Please note that we cannot guarantee that more than one suitcase will be allowed onboard the coach. Carry-on/hand luggage is restricted to one piece per person, not exceeding 12" x 11" x 6" (30.28 x 27.94 cm) in order to fit under your coach seat or in the small overhead compartment. Carry-on/hand luggage handling is the responsibility of each tour member and must be taken on and off the motorcoach by you each day of the tour. Please note that carry-ons with telescopic handles and wheels will not fit in the overhead compartments or under seats and, therefore, cannot be accepted as carry-on luggage for safety reasons.
Tips/Graatuities: All tips/gratuities are included for services on tour provided by dining-room waiters, chambermaids and porters at hotels. In addition tips/gratuities to train personnel are included on the Rocky Mountaineer and VIA Rail's Canada's The Canadian train.

Inter-Island Flights on Hawaii tours: Hawaii tours include all inter-island airfares, air-related charges and taxes as of March 15, 2011. These included flights are outlined in each Hawaii tour price panel. Before any payment on any Hawaii program can be accepted, Trafalgar must receive guests' written consent acknowledging and accepting the responsibility for additional payment required inter-island airfares increase. Please be advised that due to the Transportation Security Administration's (TSA) Secure Flight rules, airlines in Hawaii must collect required information from guests. Guests traveling on inter-island flights must provide their full name (as appears on a government-issued ID - i.e. passport, or Drivers License for US citizens and residents), date of birth and gender. For more information regarding TSA's Secure Flight rules, please visit www.tsa.gov. Incomplete or inaccurate information may result in additional charges payable direct to the airline or in worst-case scenario, be denied boarding.
WHAT'S NOT INCLUDED IN THE TOUR PRICE
 All airfares, air-related taxes and fees (except inter-island flights on Hawaii programs), any additional fees charged by the airline such as checked and/or excess baggage (visit www.trafalgar.com/baggage), seat selections, and/or any services, passport and visa fees, insurances of all kinds, laundry, phone calls, beverages, meals not included in the itinerary, discretionary gratuities to Tour Directors, motorcoach drivers and local city guides; tips/gratuities on board cruise ships (aka Hotel Service Charge); items of a personal nature; excess baggage; optional excursions etc. The tour price also does not cover costs and expenses such as the return to your home if you leave the tour at your own volition, due to illness, or as a consequence of official action by the government of any country visited. Additional taxes and surcharges may be collected by foreign government and non-government entities.
Hawaii Baggage Handling Fee: Please note that Hawaiian Airlines is charging a baggage handling fee on each inter-island flight included in your tour. This additional cost is not covered in the tour price and is the responsibility of the guest. The approximate cost is US\$10 for the first suitcase and a second checked suitcase is approximately US\$17 per flight. Depending on your Hawaii tour selection, the total fee may be approximately US\$50 per person. Note these prices are subject to change per airline baggage policy. Once you have joined the tour, the Tour Director will collect these fees and can assist you with your questions.
Cruise Lines & Hotel Service Charge: A Hotel Service Charge of \$11 per guest will automatically be added to each guest's shipboard account on a daily basis. If the service exceeds or fails to meet your expectations, you are free to adjust this amount at the end of the cruise.
RESERVATIONS & PAYMENTS

	Deposit	Final Payment
	Within 5 Days	45 days prior to departure
Tour Only	\$200	\$0 days
Tour & Train	\$200	\$0 days
Tour & Cruise	\$500	80 days

- Your tour reservation will be confirmed by Trafalgar upon receipt of a non-refundable, non-transferable deposit of \$200 (\$500 for Tour & Cruise) per person, per tour. This deposit forms part of your final payment. If not received within 3 DAYS of booking, the reservation will automatically be cancelled. On certain departures, deposits may be required to hold seats at the time of booking.
- Final payment will be due no later than 45 days (50 days for Tour & Train, 80 days for Tour & Cruise) prior to departure*.
- Payment in full will be required at time of booking for reservations made less than 45 days (50 days for Tour & Train, 80 days for Tour & Cruise) prior to departure*.
- Should payments not be received within the above specified periods, Trafalgar reserves the right to cancel the reservation and impose cancellation charges, and Trafalgar will not be responsible for lost land and air reservations.
- Before any payment on any Hawaii program can be accepted, Trafalgar must receive the Guest's (written) consent acknowledging and accepting the responsibility for additional payment required inter-island airfares increase.
- Payment in full is required for your airfare at the time of booking your flights in conjunction with Trafalgar's tour arrangements, to get you to the starting point of the tour and from the ending point of the tour. Upon receipt of full air payment your airfare, taxes and fuel surcharges are final. This will be regardless of any future price fluctuations.
- Trafalgar accepts tour payments in the form of checks, money orders, MasterCard, Visa, Discover Card and American Express. Tour payment is not deemed made until it is received by Trafalgar.
- Credit Card Bookings:** Trafalgar should be advised of your credit card number when making your reservation. Your authorization to use your credit card number for deposit and/or final payment indicates your compliance with our booking terms and conditions, whether or not you have actually signed the appropriate card. Verbal authorization of your credit card confirms your reservation. For security purposes, we are required to collect the guest's credit card billing address as well as the customer verification code.
- All special meal requirements must be made on a REQUEST basis only and must be advised at the time of booking. Trafalgar CANNOT guarantee special meal requests, nor will Trafalgar assume any responsibility or liability if guests' special meal requests are not fulfilled.

TRAVEL DOCUMENTS

Travel documents will be sent to you approximately 21 days prior to departure* (provided full payment has been received in time). A documents shipment fee of \$10 per booking per address will be charged for delivery. If final payment is not received when due, costs to courier documents will be the responsibility of the Travel Agent. If you are leaving home earlier, please ask your Travel Agent to request your travel documents well in advance. However, on travel documents are required the next day or earlier than 21 days prior to departure* a fee of \$35 will apply. Any documents delivered outside of the USA will incur a minimum fee of \$50. The actual cost will be advised at the time of booking.
Passports & Visas: To enter and leave the USA, Canada, Costa Rica and Mexico, all guests including children must be in possession of a machine-readable passport and applicable visas. Please refer to page 108 for more details.
Booking Changes: A fee of \$50 per person, per tour, will be charged for any revision or alteration made to a reservation after the booking is confirmed. Any alterations risk the loss of air or increased airfares. Name changes or corrections will be treated as a cancellation of air and normal air cancellation fees will apply. A change of tour date or tour itinerary within 45 days of tour departure* (50 days for Tour & Train, 80 days Tour & Cruise) is given as a cancellation, and normal cancellation fees will apply.
Cancellations and Cancellation Fees:
 * Notice of tour cancellation is non-refundable by Trafalgar 45 days (50 days for Tour & Train, 80 days Tour & Cruise) prior to departure*, the non-refundable, non-transferable deposit will be retained along with the Travel Protection payment, see page 108.
 * Notice of cancellation must be made in writing directly to Trafalgar.
 * The following scale of charges will apply when notice of cancellation is given after the booking is confirmed:

TOUR ONLY

No. of days prior to tour departure	Cancellation Fee as % of total price
Over 45 days	25%
45-22 days	50%
21-8 days	30%
7-1 days	50%
Day of departure	100%

No. of days prior to tour departure	Cancellation Fee as % of total price
Over 50 days	\$200 p.p. per tour
50-35 days	50%
34-20 days	50%
19-8 days	75%
7 days or less	100%

No. of days prior to tour departure	Cancellation Fee as % of total price
Over 80 days	50%
80-45 days	50%
45-16 days	50%
15-8 days	75%
7 days or less	100%

No. of days prior to tour departure	Cancellation Fee as % of total price
Over 50 days	\$500 p.p. per tour
50-35 days	50%
34-20 days	50%
19-8 days	75%
7 days or less	100%

No. of days prior to tour departure	Cancellation Fee as % of total price
Over 80 days	50%
80-45 days	50%
45-16 days	50%
15-8 days	75%
7 days or less	100%

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50-35 days	50%
34-20 days	50%
19-8 days	75%
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50-35 days	50%
34-20 days	50%
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45-16 days	50%
15-8 days	75%
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80-45 days	50%
45-16 days	50%
15-8 days	75%
7 days or less	100%

- If you fail to join the tour on the day of departure, then cancellation fees will be 100%.
- The cancellation fee applies to the total cost of all travel arrangements purchased from Trafalgar.
- Cancellation fees also apply to additional accommodations reserved prior to and after the tour or cruise and are in addition to any cancellation fees that may be levied by your Travel Agent. However hotel accommodations which are cancelled within 14 days of the booked dates incurs a 100% cancellation charge.
- Travel agents' agency and cancellation charges may also apply.

Refunds and Penalties

Illness or Absenteeism: In the event of your withdrawal from a tour after commencement for reasons of illness, you must obtain a medical certificate in support of any insurance claim. Early departure expenses are the responsibility of the guest. We regret that no refunds can be made for absences from a tour, including but not limited to, missed hotels, meals or sightseeing. Trafalgar makes no representation of guarantees concerning reimbursements of funds paid by you under any insurance claim.

AIR ARRANGEMENTS

Reservations: Payment in full is due for your airfare booked in conjunction with your Trafalgar vacation to get you to the starting point of your vacation and from the ending point of your vacation. Upon receipt of full air payment your airfare, taxes and fuel surcharges are final. This will be regardless of any future price fluctuations.

These cancellation charges apply for airline arrangements made by Trafalgar:
 • **Prior to Airline Ticketing:** Service fee \$5,000 per person.
 • **After Airline Ticketing:** Service fee \$75.00 per person plus any airline imposed penalties which may be up to 100% of the air ticket price.

In case when paper tickets are issued, no refund will be made for cancelled air tickets until tickets are returned to Trafalgar. Non-refundable tickets cannot be refunded under any condition. Please ensure that any returned tour document which contain airline tickets are sent by certified or registered mail. Lost ticket replacement can take up to one year and processing fees may be assessed.

Airline Availability: Seats are limited in our contracted class of service and not available on every flight. Trafalgar does not hold back space on any airline (except for Hawaii inter-island flights) and does not guarantee air availability for every single tour departure date.
Airline Seating: Not all airlines offer pre-assigned seats and some may charge for pre-assigned seats. Any additional charge will be at guests' expense. Where pre-assigned seats are not offered or different seats are desired, guests are requested to contact airline(s) for seating assignments of their choice. Seating is solely under the control of the airline, as are the itinerary changes resulting from flight delays and schedule changes. Trafalgar reserves the right to alter alternative schedules for itineraries affected by airline flight schedule changes and equipment.

Airlines & Airfares: In cases where paper tickets are issued, no refund will be made for cancelled air tickets until tickets are returned. Non-refundable tickets cannot be refunded under any condition. Additionally, refunds for tour portions will only be processed after return of documents to Trafalgar. Please ensure that any returned tour document which contain airline tickets are sent by certified or registered mail. Lost ticket replacement can take up to one year and processing fees may be assessed.

CRUISE ARRANGEMENTS

Cost of Prices: "Non-Discountable Amount" as related by the cruise line, is a mandatory fee levied by the cruise line. This portion of the price is not subject to reduction in the event of a discount promotion, nor commensurate to travel agents'. **Cruise Taxes:** as used by the cruise line, refers to certain taxes, fees and charges imposed by U.S. and/or foreign government or quasi-governmental entities, relating to any aspect of your cruise, including, but not restricted to, customs fees, head taxes, inspection fees, immigration and naturalization fees, harbor maintenance fees and Internal Revenue Service fees. Government fees and taxes are subject to change without notice and will apply irrespective of your booking's payment status. Similarly, the cruise line reserves the right to impose or pass through fuel surcharges, security surcharges or similar incidental charges. No right of cancellation exists under either of these circumstances. These additional Cruise Fees & Taxes are listed in the date and price panel of each applicable Land Tour & Cruise program.

Cruise Line Immigration Questionnaire: These mandatory forms are available online with your cruise company and must be completed online no less than 30 days prior to your departure.
Shore Excursions: To make your vacation even more memorable, cruise lines offer an extensive program of optional shore excursions. Confirmed guests may confirm shore excursion requests online in advance of sailing.
Staterooms: "Ocean-view Stateroom" is a cabin which features either a porthole or a window as opposed to an "inside Stateroom". Cabin assignment is controlled by the cruise line.

SHIPS' REGISTRY

Holland America Line: ms Zuiderdam, ms Volendam, ms Statendam, ms Zaandam. The Netherlands.
GENERAL INFORMATION & CONDITIONS

Tour Prices: Are based on costs, charges, tariffs, rates, prices, taxes, levies and exchange rates as of 15 April 2011. No surcharges regarding cost of currency fluctuations will be made to the LAMPD only price once the departure is received. This guarantee however, excludes potential fuel surcharges and does not apply to taxes, charges or levies imposed by any government or its agencies. Airport taxes are subject to change. No refund will be made if costs are reduced. Please note that the total tour price increases by more than 10% guests will be required to cancel their tour within 7 days of notification of the surcharge without penalty. All prices are in US Dollars unless specified.

Airline Fuel Surcharges and Air-Related Taxes, Fees, and Restrictions: All quoted land and air prices include airline fuel surcharges as of April 15, 2011. However if the customer is notified of the potential for a price increase prior to the time that full amount agreed upon has been paid and the customer's written consent prior to accepting any payment has been obtained, we are not required to recover from you any increase in those surcharges. Additional air-related taxes, fees and airline baggage charges collected at check-in may apply. Any additional fees charged by the airlines, such as baggage handling, seat selections, and/or any other services are the sole responsibility of the guest(s). Additional air-related restrictions apply. Visit www.trafalgar.com/restrictions for details.

Tour Participation: On all guided vacations children under the age of 5 years old are ineligible to travel. Children under 18 years of age must be accompanied by an adult. Trafalgar strives to provide a safe, enjoyable and memorable travel experience for all guests. Trafalgar welcomes guests with special needs or disabilities. However, please note the following:
 • Guests are required to advise Trafalgar, in advance, of any physical, medical, or other special needs that require accommodation.
 • All guests must ensure they are medically and physically fit for travel. Trafalgar may impose safety requirements necessary for the safe operation of the tour. Trafalgar may also exclude an individual from participating in a tour or an activity if that individual's participation poses a direct threat to health or safety.
 • Trafalgar does not provide personal devices (such as wheelchairs, hearing aids or prescription eye glasses) or services of a personal nature (such as pushing a wheelchair or assistance in eating, toileting or dressing). A companion capable of providing such assistance must accompany any guest who requires services of a personal nature.
 • Trafalgar does not employ medical personnel. Any necessary medical attention will be provided by a local facility at the guest's expense. Trafalgar is not responsible or liable for any losses or costs incurred as a result of medical services obtained while on tour, or the quality of any medical or services received.
 • Guests should be aware that some tours include rough terrain, extensive walking over cobblestone streets, uneven pavement, steps and locations which may not be easily accessible or accessible by wheelchair. During the tour, Trafalgar may make arrangements with carriers, hotels and other independent suppliers to provide travel services. These parties are independent entities over which Trafalgar has no control. Accommodations on international tours may differ from those in the United States. Trafalgar cannot guarantee disability access or accommodations for guests traveling on international tours.

Trafalgar may, in its sole discretion, decline the booking of any guest or remove any guest who cannot comply or refuses to comply with Trafalgar's terms and conditions. Trafalgar is not responsible for any costs incurred in the event a guest is removed from a tour. Guests who agree not to hold Trafalgar or any of its related entities liable for any actions taken under these terms and conditions.

Young Traveler Discount: Young Travelers must be under the age of 18 years (in the case of 13 years for Mexico tours and tours featuring the Rocky Mountaineer and VIA Rail's The Canadian; under the age of 12 years for Alaska tours) on the date of departure and MUST be accompanied by an adult, sharing a twin room (limit of two Young Traveler discounts per room) except on Family Experiences, where the limit is three Young Traveler discounts per room). This discount does not apply to extra nights's accommodations, airfares, taxes, fees, flight supplements or airport transfers. See pages 20-21 for full details and conditions.

Itinerary Variations: Trafalgar strives to improve your tour times and features. It is our policy that improvements can be made, or unforeseen circumstances beyond our control make changes necessary, we reserve the right to vary itineraries and to substitute hotels. At certain peak periods duplicate departures may operate, and sometimes in reverse order; hotels may also vary from those stated on the itinerary pages. On tours that include cruises, the ship may be changed due to operational reasons. Departures in early and late season are potentially operated in cool weather conditions. As a result, slight itinerary variations may occur, and certain activities may not be available due to seasonality or weather conditions. Availability of certain activities may also be limited due to itinerary variations. If your enjoyment may be diminished by such limitations, please check with your Travel Agent before making your reservation.

Trafalgar's "Be My Guest" experiences are unique and take place in singular exclusive locations. In the unlikely event that our local hosts are unable to welcome Trafalgar, Trafalgar will attempt to find an alternate experience or a highlight meal that will be provided in place of the "Be My Guest" experience.

For your comfort: Trafalgar operates a daily seat rotation system and enforces a strict non-smoking and no alcohol drinking policy on all motorcoaches; however, optional comfort zones are made on traveling days. Rocky Mountaineer and VIA Rail Canada trains operate a non-smoking policy that extends to all cars, vestibules, washrooms, lounges and private spaces. Additionally many hotels, restaurants and venues are now 100% smoke-free.

When a guest occupies a motorcoach seat fitted with a safety belt, neither the operators nor their agents or co-operating organizations or service providers concerned will be liable for any injury, illness or death or for any loss or damages or claims whatsoever arising from any accident or incident, if the safety belt is not being worn at the time of such accident or incident.

Cancellation: Trafalgar reserves the right to cancel or reschedule any tour departures in accordance with operating requirements or circumstances beyond its control. If cancellation is made any time prior to departure* of the tour, Trafalgar's only liability will be to refund to the guest the amount it has received for the tour booking. Trafalgar will be required to re-book the same or similar tour and, where flights have been confirmed by Trafalgar, will attempt to confirm air seats for new dates selected, subject to availability. Please note that Trafalgar is not liable for any cancellation penalties incurred on any other travel arrangements included in tickets purchased separately from the Trafalgar Air + Land inclusion package.

Trafalgar is not responsible for any travel arrangements affected due to our cancellations.

Pre/Post-Tour Accommodations: If you have arranged with us to remain at a destination before and/or after your tour, please understand that your stay will be at your sole expense as is the transfer to either the hotel or airport. Please see page 107 for a list of pre and post tour accommodations. Space is limited and available for up to three nights before and/or after each tour. Breakfast and luggage handling is not included. Regrettably, complimentary transfers are not available for guests booking pre and post night accommodations; however, expensive airport transfers by tax, van or shuttle are available for purchase and must be booked at the same time as your pre/post accommodations (see page 107 for details). Please be aware that if your extra night is not at the hotel where your tour begins and ends, you will be responsible for your own transfer arrangements at your own expense.

Travel Insurance: Trafalgar recommends that all guests purchase comprehensive travel insurance.

RESPONSIBILITY

Trafalgar Tours International Ltd, Trafalgar Tours West Inc, Destination America Inc., and various other suppliers (hereinafter collectively referred to as "Trafalgar" and/or "Operators"), are the agents for Trafalgar Tours International Ltd, who have empowered the Operators on its behalf to undertake the following duties:

1. The Operators shall be responsible to the passenger for supplying the services and accommodations described in this brochure, except where such services cannot be supplied or the itinerary used is changed due to other causes of

whatever kind or nature beyond the control of the Operators. In such circumstances, the Operators will do their best to supply comparable services, accommodations and itineraries and there shall be no refund in this connection.

2. This brochure represents the entire agreement between the passenger and the above mentioned Operators.

3. In the absence of their own negligence, neither the Operators nor their agents or co-operating organizations shall be responsible for any cancellations or for acts of any other service providers concerned, diversion or substitution of equipment or any act, variations, postponements, omission or default whatsoever by air carriers, land carriers, hoteliers or hotels, transportation companies, any other persons providing any of the services and accommodations to passengers including any results thereof, such as changes in services, accommodations or facilities necessitated by same. Nor shall they be liable for any loss or damage by baggage or property, or for injury, illness or death, or for any damages or claims whatsoever arising from loss, negligence or delay from the act, error, omission, default or negligence of any person not its direct employee or under its exclusive control, including any act, error, omission, default, or negligence of any country, government or governmental authority, officer or employee. All baggage and personal effects are at all times and in all circumstances at the risk of the tour participant. Baggage insurance is recommended. Upon return to the United States, if lost articles are found and returned to the owner, a minimum service fee of \$50 will be charged. The carriers, hotels and other suppliers who provide services on tour are independent contractors; they are not agents, employees or servants of the Operators or their associated companies. The Operators are not responsible for any criminal conduct which may apply to the services provided by us, our suppliers or agents with respect to any act, error, omission or default by you against us as a result of the provision of those services. International conventions which apply may include: Warsaw Convention 1929, (as amended by Hague Protocol and Montreal Protocol) in relation to air travel; Montreal Convention; the Berne Convention for air travel; Athens Convention 1974 for carriage by sea; the Geneva Convention for carriage by road and the Paris Convention 1962 for trucks. We are to be regarded as having all benefit of these conventions on limiting our liability in relation to any claim for death, injury, loss, damage and delay to passengers and luggage. Enrollment in and payment for a tour shall constitute agreement and acceptance by the passenger of the terms and conditions set forth in this brochure which cannot be varied except in writing by an officer of the Company.

5. The payment of a deposit and/or the issuance of tickets or vouchers shall be deemed your consent to the terms and conditions as presented herein. It is specifically agreed that this agreement is entered into in Orange County, California, and in the event any legal or equitable action is initiated concerning the interpretation, enforcement, or breach of any term, obligation, or act as contained or related to these Terms and Conditions, the exclusive venue for such action shall be solely in the