

# Terms of Travel

**Reservations** To hold space on a Caravan tour, please call Caravan or book online at caravan.com. Caravan will reserve space and email you a Confirmation of Hold. Airfare is extra and not sold by Caravan. Book your flights early for best air fares.

**Hold Space Free until Deposit is Due** Then, \$300 deposit per person.

**Full Payment** Due 60 days prior to the start of tour. If full payment is not received by the due date, Caravan may cancel the reservation without notice. Bookings made within 30 days of departure require immediate full payment.

## Please Call or Pay Online in U.S. Dollars

USA and Canada: Call 1-800-CARAVAN

Worldwide: Call +1-312-321-9800

Online: caravan.com

**Pay by** Visa, Mastercard, or Discover



**Meals** Included meals are shown by B (breakfast), L (lunch), and D (dinner), and are listed on each itinerary. Special meal requests (including vegetarian) are not guaranteed. Bottled water, soft drinks and alcoholic beverages are not included at meals. Bottled water is provided on motorcoaches in Latin America.

**Rooms** Double and Triple rooms in the hotels and lodges usually have two beds. Limited availability of single rooms. All rooms have private bath or showers. No smoking permitted in rooms. Changes in type of room due to cancellation by a roommate (a double changed to a single, a triple to a double, etc.) will result in the higher tour price for the remaining clients.

**Transportation** By modern air-conditioned motorcoach, and boat. No smoking on motorcoaches. Seats are rotated daily.

**Travelers Needing Special Assistance** Caravan cannot determine your physical, mental, or emotional fitness to travel, nor guarantee your ability to successfully manage a tour. If in doubt, please consult your doctor. Persons needing individual assistance for walking, dining, or other personal needs must be accompanied by an able companion and must notify Caravan in writing at the time of booking. Certain features and tours, including international destinations, are not wheelchair accessible. If you use a wheelchair, please advise Caravan at the time of booking.

**Children** Caravan welcomes children on all tours, if age five or older.

**Luggage** Due to space limitations, only one standard sized piece of luggage, weighing up to 50 pounds, may be brought per person. In addition, one small handbag and/or flight bag may be personally carried. Caravan is not responsible for loss or damage to your belongings and strongly recommends not traveling with expensive jewelry or other valuables.

**Gratuities** Tips are included for hotel porters and restaurant waiters for included meals. Tips are not included for hotel maids, local guides, tour director, and driver.

**Not Included** Prices do not include air travel to and from the tour, country entry or departure fees, airport porter fees, visas, phones, valet, all items of a personal nature, and beverages and food not on the regular menu.

**Passport, Visa & REAL ID** Travel to foreign countries requires a U.S. passport valid for at least 6 months after entry date. Verify requirements if not a U.S. citizen. U.S. air travel requires a passport or REAL ID driver's license.

**Final Documents** You will be emailed packing and travel tips, a day-by-day itinerary, and a hotel address list.

**Exchange Rate/Tariffs** Prices for tours to non-U.S. destinations are based on the U.S. Dollar exchange rate in effect when each tour's pricing is set, and may increase if such rates change before departure. Price may increase if subject to travel tariffs.

**Trade Memberships** Caravan is a member of NTA (National Tour Association), ABA (American Bus Association), CLIA (Cruise Lines International Association), and ACMA (American Commerce Marketing Association).



**Cancellation Fees** If you do not purchase Caravan's Travel Protection, cancellations will be charged the per person fees listed below. In fairness to others and because of expenses incurred, we cannot make exceptions.

61 or more days prior to start of tour: Fee is \$300

60-8 days prior to start of tour: Fee is 50% of tour price.

7 days or less prior to start of tour or during tour: Fee is 100% of tour price.

Time of cancellation will be when notice is received in Caravan's office. Cancellation fees apply even if a person transfers to another tour or start date.

**Responsibility** Caravan Tours, Inc., its employees, shareholders, officers, and directors (collectively, "Caravan") does not own or operate any entity which provides goods or services for your trip, whether or not they utilize the Caravan name. Caravan is not responsible for any negligent, willful act or failure to act of any such person or entity, nor for any act or inaction of any other third party not under its direct control. Without limitation, Caravan is not liable for any direct, indirect, consequential, or incidental damage, injury, death, loss, accident, delay, emotional or mental distress or trauma, inconvenience or irregularity of any kind by any act or omission beyond its control, including, without limitation, any willful or negligent act or failure to act or breach of contract of any third party such as a travel agent or agency, airline, motor coach operator, train, boat or other provider of transportation, hotel or other lodging institution, local ground handler and/or restaurant or entertainment venue who or which is to or does supply any goods or services for this trip. Similarly, Caravan is not responsible for any loss, injury, death, or inconvenience due to delay, changes in schedule, overbooking of accommodation, default of any third party, attacks, bites or diseases by or from animals, pests or insects, sickness, the lack of appropriate medical care, evacuation to same, if necessary, weather, strikes, disease, epidemics or the threat thereof, acts of God or government, acts of terrorism, or the threat thereof, force majeure, war, quarantine, criminal activity, defective or dangerous conditions in streets, walkways, paths, piers, or other places or facilities or any other cause beyond its control. In addition, Caravan is not liable for any negligent act or failure to act committed by it and participant assumes all such risk. Medical services or facilities may not be readily available, the evacuation to same may be time consuming and difficult and/or the competence and quality of same may not be up to the standards of services in participant's home. Payment to Caravan constitutes acceptance of the terms and conditions set out herein.

**Miscellaneous** All itineraries are subject to revision, including substitution of hotels, activities, features, and routing. If a service is changed or not provided or the substitute service is not comparable, Caravan's only liability shall be to refund its cost differential between the original service and the substituted service or its cost for the omitted service.

Caravan is not responsible for the integrity, value, condition, shipment, or safe delivery of any purchases made during the tour. Caravan reserves the right to decline to accept or retain any person as a member of a tour at any time if, in its opinion, any such person represents a danger to him or herself or others or detracts from the enjoyment of the tour. Caravan reserves the right to cancel any tour at any time and if it does so, its only liability is to refund the purchase price of the tour.

In case of computer or human billing error, Caravan reserves the right to re-invoice with the correct billing. Caravan is not responsible for errors on brochures, other literature, and/or its website.

**Binding Arbitration** Any dispute concerning, relating, or referring to this Agreement, the website, brochure, confirmation document, or any other literature concerning your trip, or the trip itself, shall be resolved exclusively by binding arbitration pursuant to the Federal Arbitration Act, 9 U.S.C. §§1-16, pursuant to the Comprehensive Arbitration Rules & Procedures of the Judicial Arbitration and Mediation Services, Inc. (JAMS). Such proceedings will be governed by substantive (but not procedural) Illinois law and will take place in Chicago, IL. The arbitrator and not any federal, state, or local court or agency shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, enforceability, conscionability, or formation of this contract, including but not limited to any claim that all or any part of this contract is void or voidable. You (and we) waive all rights to a trial by jury.

**Severability** If any provision or part of these Terms of Travel are found to be invalid or unenforceable, the arbitrator may attempt to reformulate same so as to make the unenforceable provision consistent with the parties' intent. Otherwise, only that specific provision or part so found, and not all the Terms of Travel, will be inoperative.