

Terms and Conditions

Individual Reservation Requests: Reservation requests placed through our web site are *REQUESTS ONLY* and are *NOT* actual confirmed reservations. Once your request is received the reservations department will verify space availability and will contact you to process your reservation. Reservations are confirmed only after payment has been received by check or cash and our reservations department has provided you with a confirmation number via telephone.

Individual Telephone Reservations: Telephone reservations must be followed by receipt of your payment within 5 business days or your seats are subject to release without notice.

Payment Policy: One day trips must be paid in full at time of reservation. Multi-day motorcoach trips require a per person deposit payable with reservation. The deposit amount is dependant on the trip cost but is usually \$50 to \$100 per person. All multi-day motorcoach trips require final payment 30 days prior to departure date. Reservations made after the final payment deadline must be paid in full at the time of booking. Checks are to be made payable to ***F & L Tours, Inc.***

Cancellations and Refunds for Individuals : Refunds for tour reservations cancelled by the passenger will be issued in accordance with the following terms and conditions : For one-day tours, you must cancel your reservation 14 or more days prior to the departure date to receive a refund. For multiple-day motorcoach tours, you must cancel your reservation 31 or more days prior to the tour's departure date to receive a full refund (less administration fee). Cancellation less than 30, but more than 7, days prior to the tour's departure date may receive partial refund. Cancellations 7 days prior to tour's departure date receive no refund. No refunds for failure to board bus at the assigned time and place. Unused portions of a tour are non-refundable. If ***F & L Tours, Inc.*** cancels a tour, you are entitled to a full refund without penalty. Please allow 10 days for check refunds. All refunds for cancellations made prior to the deadline will be assessed a \$5 per person administrative fee on day trips and \$10 per person on multiple-day trips. ***Cancellation deadlines and policies for cruises differ; please call for specific deadlines and policies on the tour in which you are interested.***

Trip Cancellation Insurance: Trip cancellation insurance is available and highly recommended. Insurance coverage is underwritten by the National Union Fire Insurance Company of Pittsburgh, PA, a member of the AIG Companies. All insurance claims are made directly through AIG, however, ***F & L Tours, Inc.*** will provide you with required travel documentation. When you make your reservation with us, simply request insurance coverage. Payment of your insurance coverage may be included in your trip deposit check but must be paid prior to the final payment date. A Description of Coverage will be mailed to you upon receipt of insurance premium. For more information on coverage and cost see Insurance under our Terms and Conditions. Trip Insurance premium is non-refundable and does not cover a change of mind.

Cancellation Deadlines for Group Reservations: If cancellation for groups of 10 or more persons becomes necessary it must be received 30 or more days prior to the tour date. All other terms and conditions apply as stated in the previous section under Cancellations and Refunds for Individuals.”

Seating Assignments: Motor coach seats are not assigned. Persons with valid disabilities may request priority seating in advance and requests will be honored whenever possible.

Rain or Shine: All scheduled tours will operate rain or shine unless the main attraction of a tour is canceled by the service provider, in which case you will be notified as soon as possible.

Tour Guide & Driver Gratuities: As in all service industries, gratuities for the tour guide and driver are customary when great service is provided and are not included in the price of your tour.

Motorcoach Pickup Locations and Parking Liability: *F & L Tours, Inc.* offers various “pickup points” or “departure locations” as a convenience to customers residing in different areas. However, these are offered *only as locations from which to board the coach* and are not offered as, or implied as, secure or legal locations for automobile parking. *F & L Tours, Inc.* assumes no liability for loss, theft, damage, personal injury or citations arising from the locations at which passengers’ automobiles are parked. We highly recommend that customers observe all parking restrictions and local ordinances.

Passenger Responsibilities: All passengers assume responsibility for following all tour procedures, safety regulations, and acceptable patterns of behavior while traveling with *F & L Tours, Inc.*. We reserve the right to refuse passage to anyone who, in our sole opinion, may affect the health, safety or enjoyment of other passengers on a tour, either prior to departure or during the tour. Should it be necessary for a passenger to return home while a tour is in progress, any travel expenses incurred are the sole responsibility of the passenger.

Passenger Health: Passengers must be in good mental and physical health to participate in the group tour experience, and most tours involve walking and sometimes step-climbing in the course of the tour. The Tour Director and Motor Coach Driver sometimes are unable to provide individual physical assistance to a tour member for walking, entering or exiting the motor coach, or other personal needs. Those passengers needing any form of assistance and those who are physically disabled should be accompanied by an able-bodied individual who will take full responsibility for any needed assistance during the tour and in the event of an emergency.

Liability: *F & L Tours, Inc.* acts solely as the agent in arranging for and coordinating various services of other companies to create tour packages, including transportation, tour escorts, hotels, restaurants, admission tickets and other services. The persons or

companies engaged in conducting those services are not employees of ***F & L Tours, Inc.***, therefore, ***F & L Tours, Inc.*** assumes no liability for any loss, accident, baggage damage, delay, inconvenience, expense or injury to you or any persons traveling with you owing to any act of default or negligence caused by any person or company engaged in providing those services, or by any strike, acts of Providence or other events beyond our control. We reserve the right to cancel or alter any tour when circumstances require. By submitting your payment for any tour you are accepting these terms and conditions in their entirety.