

# Terms and Conditions

## 2018-2019 North America Air Holidays

**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: *North America Tours*

Land Tour with Air*	Deposit Per Person	Final Payment
• With TPP Coverage	\$350	60 Days
• Without TPP Coverage	\$200	60 Days

Land Tour Only	Deposit Per Person	Final Payment
• With TPP Coverage	\$300	60 Days
• Without TPP Coverage	\$200	60 Days

### DEPOSIT SCHEDULE: *Columbia River Cruising on the American Pride, Hawaiian Cruising in Paradise, Alaska Adventure Cruise, Cuba Cruise from Miami*

Cruise Tour with Air*	Deposit Per Person	Final Payment
• With TPP Coverage	\$799	90 Days
• Without TPP Coverage	\$400	90 Days

Cruise Tour only	Deposit Per Person	Final Payment
• With TPP Coverage	\$739	90 Days
• Without TPP Coverage	\$400	90 Days

### DEPOSIT SCHEDULE: *Small Ship Cruising on America's Great Lakes, Polar Bear Discovery and Canadian Rockies by Rail*

Tour with Air*	Deposit Per Person	Final Payment
• Without TPP Coverage	\$400	120 Days

**Refund and Cancellation Policy:** All payments for land, air and train arrangements (ticketed by Mayflower 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 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:

#### United States and Canada 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

#### Columbia River Cruising on the American Pride, Hawaiian Cruising in Paradise, Alaska Adventure Cruise, Cuba Cruise from Miami

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

#### Small Ship Cruising on America's Great Lakes, Polar Bear Discovery, Canadian Rockies by Rail

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

Since the Small Ship Cruising on America's Great Lakes, Polar Bear Discovery and Canadian Rockies by Rail are not covered under Mayflower's Traveler Protection Plan, we make available and highly recommend that you purchase the Trip Assure Travel Insurance Plan to protect your investment. Please ask a Mayflower Tours sales agent to provide you the policy information and enrollment information about the Trip Assure Plan.

**Exclusions:** Mayflower 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 Tours.

**"Freedom to Travel" Guarantee:** On those rare occasions when the Exclusions mentioned above make it necessary to modify its Refund and Cancellation Policy, Mayflower's "Freedom To Travel" Guarantee will take effect for those passengers who purchased the Travelers Protection Plan (TPP). This Guarantee will allow travelers to apply all monies paid to Mayflower Tours, including the Cancellation Fee Waiver, toward any future Mayflower tour that departs within 12 months of their notification.

**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 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**

## **2018-2019 North America Air Holidays**

**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) of \$150 (Land Tour with Air\*) or \$100 (Land Tour Only) per person 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 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 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 Tours.

### **"Freedom to Travel" Guarantee**

On those rare occasions when the Exclusions mentioned above make it necessary to modify its Refund and Cancellation Policy, Mayflower's "Freedom To Travel" Guarantee will take effect for those passengers who purchased the Travelers Protection Plan (TPP). This Guarantee will allow travelers to apply all monies paid to Mayflower Tours, including the Cancellation Fee Waiver, toward any future Mayflower tour that departs within 12 months of their notification.

### **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
- \$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.