

INTERLUDE TOURS

Things to know before you to... Special Vacation Notes & General Information

About your accommodations: All rooms generally have two queen, double or twin beds, although limited availability may require married couples to share one-bedded rooms on rare occasions. Lodging available in our National Parks, small towns or remote areas may not be of the same quality as in larger cities. In these situations, we believe your tour experience will be enhanced by the opportunity to stay in or close to these locations. Bring appropriate dress as any of the places you stay will offer a pool, Jacuzzi and/or exercise facilities. Some hotels/motels are in multi-story buildings. If you prefer lower level, upper level, a king-bedded room, would like rooms near/adjoining fellow travelers or prefer a smoking room, please notify our office at least 60 days prior to departure. We cannot guarantee these requests, but are happy to notify the hotel for you.

Air travel: Preliminary flight information is generally available at the time of reservation. If you have a seating request for window, aisle or a specific location on the aircraft, please notify us when you register. We will make every effort to fulfill your request. Many of our tours use Southwest Airlines which does not offer reserved seating. Final flight schedules will be sent to you with the final tour departure information. If you wish to receive credit in the airline's frequent flyer program, please check with the airline on the day of departure. ***Wheelchairs*** may be requested in many airports. Please request this assistance on our Participant Information Form so that we can include this request with your air reservation. We have no control over wheelchair or electric cart service. Gratuities for this assistance are the responsibility of the traveler.

Airline Tickets: The airlines no longer provide paper tickets. You will be furnished with the Airline Record Locator in your final tour documents for use with check-in. ***Please note:*** *in the case of flight cancellations or delays, unless travel insurance is purchased, additional costs due to re-booking you on a different flight or carrier, and costs associated with hotels and transporting you to catch up to the tour is your expense.*

Air Deviations: If a traveler chooses to deviate from the scheduled itinerary, any custom components and their associated charges are not covered by Cancellation Protection. If the deviation involves travel (particularly air), the client is encouraged to contact Interlude prior to departure to establish a meeting point and time to join the group. We regret the group cannot wait for deviators who fail to reach the appointed place on time. Travel to connect with the group will be the sole responsibility of the clients.

Airline checked luggage: Many airlines charge for checked luggage for domestic flights, this is the travelers responsibility. Bags weighing more than 50 lbs. will be subject to fees by the airline. Carry-on luggage is permitted on all trips, but must remain in your personal care, we suggest using a small tote or backpack.

Home Pick Up for tours departing by AIR: home pick-up and return is included in the Indy metro-area; if you do not want this service, please notify us before final payment is due for a \$50 credit. This service is not available for travelers departing from airports other than Indianapolis.

Parking for tours departing by Coach: Motor coach tours depart from various Indianapolis metro-area locations where you can leave your car at your own risk. Minimum numbers are required to activate a departure location. Special arrangements can be made for other departure locations at an additional cost.

Motorcoach/Seat Rotation: . In most cases a full sized, restroom equipped motorcoach will be used. However, we do reserve the right to substitute a smaller coach for smaller groups.

Seat Rotation: Majority of our partner tour providers follow a seat rotation policy to give all travelers the opportunity to view the sights from various areas of the coach. Some tour operators, however, do assign seating based on when you registered for the tour.

Baggage responsibility: Although every effort is made to handle guests' luggage carefully, we cannot be responsible, assume liability, or accept claims for loss or damage to luggage and personal effects due to breakage, theft, fair wear and tear or through hotel and other group carrier handling. The travel insurance carrier may reimburse travelers covered by travel insurance.

Cancellations and refunds: These vary by tour and are clearly described on our website with each tour and on your tour confirmation. These terms may vary by tour due to vendor requirements and inclusions. Cancellation penalties only apply if you choose NOT to purchase Cancellation Protection, or your cancel for a purpose not covered by the policy.

Travel Insurance (optional but recommended): Optional cancellation / interruption insurance is available through Travel Guard. Since tour members may have to cancel a reservation or leave a tour early due to unforeseen circumstances, we highly recommend the purchase of this insurance. Pricing is listed on the enclosed flyer, or we would be happy to provide a quote from Travel Guard. Insurance credit card payment is processed by Travel Guard directly and they will mail your insurance policy to you. NOTE: The pre-existing medical conditions exclusion is waived if insurance is purchased within 14 days of the initial tour deposit, this applies to you and your immediate family also; otherwise, it can be purchased any time until final payment is due. Note: protection for international tours and cruises may be available directly from the cruise line or international tour partner. In those instances, prices and coverage may be different than listed here. See enclosed travel protection coverage information from Travel Guard.

Identification, Passports & Visas: A valid government-issued photo ID is required for all tours. Passengers traveling by air must provide their full names (including middle name or initial) and date of birth at the time of reservation. This information must exactly match the government-issued ID presented to airline and security personnel on the dates of travel. Passports are required for all international tours and cruises, including those to Canada, Caribbean and Mexico. Passports must not expire within 6 months of the conclusion of a tour. Applications may be obtained from and U.S. Post Office. Visas may be required on some international departures. In such cases, we will assist you in obtaining travel documents. Non-citizens must have a valid passport, visa or alien card which permits re-entry. Guests arriving at embarkation without proper documentation may not join the tour and will not be entitled to a refund.

Smoking Policy: for the comfort of all our travelers, no smoking is permitted on any of our motor coaches and at all group functions (meals, socials, etc.). Frequent stops provide opportunities for those who wish to smoke. We always request non-smoking rooms for our guests, by request, some hotels may offer smoking rooms.

Tipping/Gratuities: Tips for baggage handlers, limo/sedan drivers and dining room personnel (for included meals) are included in the tour price. Depending on the tour, gratuities for step-on guides may or may not be included. For most tours, gratuities for your Tour Director and Motorcoach Driver(s) are at the option of each traveler. Gratuities are strictly voluntary and made on an individual basis. As a guideline, we suggest a gratuity of \$4-7 per person, per day for your Tour Director and \$3-4 per person per day for your Driver. Additionally, some travelers like to reward hotel housekeepers for their work. An appropriate amount is \$1-2 per person, per day and should be left each morning on the bed. For cruises and overnight train trips, gratuities for on-board staff will be listed with your departure information.

Travelers with Special Need/Medical Conditions: Our tours are designed with active travelers in mind, and require moderate walking and general mobility to enjoy. While we welcome all, realistically travelers who require assistance are asked to have a companion capable of and responsible for providing that aid. Canes, collapsible walkers or light weight portable wheelchairs (coach is not lift equipped) can be accommodated on most tours. If you have severe dietary restrictions, these tours may not be for you. Please advise us on any special needs on our Participant Information Form, or at time of reservation. Additionally, please carry on your person a list of any medications you are currently taking and your doctor's phone number for reference in case of emergency.

Tour Directors and Motorcoach Drivers: These travel professionals are experienced and well-trained to serve you during your travels. Please do not hesitate to call upon them for assistance.

What is included: Refer to tour inclusion section for a listing of what is included regarding hotels, accommodations, luggage handling, local guides, meals with taxes and gratuities, and attraction admissions. Included meals are noted in the tour highlights and at the end of each day's itinerary: FB=full breakfast; DCB=deluxe continental breakfast; CB=continental breakfast; BR=Brunch; L=lunch; BL=box lunch; D=dinner; IFM=in flight meal.

Travel Documents: For overnight tours, travel documents will be mailed approximately two weeks prior to departure. Documents typically include joining instruction, daily itinerary, clothing suggestions, hotel phone numbers, name tag, luggage tag and any other information concerning your tour. If you do not receive this packet, if any information is not correct, or you have any questions, please call the office as soon as possible.

Responsible Traveling: Departure times depend on the destination of a tour and will be confirmed in your travel document packet or by your Tour Director during your vacation. We ask all tour participants to be at the designated departure place 10 minutes prior to departure time. Unless circumstances beyond our control delay these times, departure times will be exact. Return times are approximate and are subject to change. Your tour director will make any necessary adjustments to the schedule as appropriate. We accept no responsibility for travelers not at departure locations at designated times.

Emergencies while on tour: We understand that unforeseen events and emergencies can arise while on a tour. If you are unable to complete a tour due to sickness, injury, or situation at home (circumstances that are not considered Interlude Tours' responsibility), we will do all that we can to assist you in making whatever arrangements need to be made. The traveler will be responsible for any expenses incurred. Interlude Tours is not responsible for refunding any unused expenses.

Membership: Tour membership is available to all travelers and will not be withheld if Interlude Tours or their Travel Partner can furnish special requirements an individual may need. Should meeting these requirements materially add to Interlude Tours' cost, the Tour Member

will be expected to pay these additional costs. The Tour Director retains the right to terminate the membership of any member if any physical or mental handicap becomes apparent while on tour and causes hardship for the Tour Director and/or other Tour Members.

Itinerary Changes: Many of our tours are planned a year or more in advance. Occasionally, changes become necessary due to unforeseen circumstances or to improve the itinerary. In such cases, we reserve the right to change the itinerary. If a component must be deleted and a suitable substitute cannot be provided, the cost of that component will be refunded.

Vacation Prices: Prices are based on airfares and other charges at the time of announcement and are subject to change. Due to currency fluctuations, fuel surcharges and/or taxes, prices are subject to adjustment prior to departure (particularly on international departures).

Brochure/web site revisions: We try very hard to ensure our brochure and web site are correct, but once in awhile, mistakes occur. We reserve the right to correct any errors in pricing, tour dates and inclusions on any tour.

Responsibility: Interlude Tours is incorporated in the State of Indiana. In common with other tour companies, Interlude Tours acts solely as an agent for hotels, restaurants, entertainment venues and other providers of travel services. Therefore, Interlude Tours does not assume any liability for injury, damage loss, accident or delay due to any act or default of any company or person engaged in transporting the tour members or rendering any other travel service. All itineraries are planned at the time they are published, but they are subject to revisions should circumstances make such changes necessary. Interlude Tours reserves the right in its sole discretion to make changes in the itinerary or to cancel or alter any portion of the tour if circumstances require it, and is not responsible to any person for expenses, loss of time, money or other happening resulting from a change in tour scheduling. Interlude Tours reserves the right to accept, decline or retain any person as a member of the tour and is not responsible for any losses or damages of personal property, or for injuries, expenses or damages incurred or claims by any Tour Member. ***Payment indicates acceptance of all herein mentioned features and conditions by the purchaser of the tour.***

About your accommodations: