

Coach USA Tours Traveler Information

Tour Reservations/Payments

Multi-Day Tours, Overnight Casino Tours, Air Tours and Cruises: A reservation cannot be made without the required deposit listed on the tour description. The balance is due no later than the date listed on the tour description. If the balance payment is not received in a timely manner, it will result in cancellation of your reservation. An email receipt will be electronically delivered after booking/payment; canceled checks and credit card statements will serve as a payment receipt. A charge of \$35.00 will be assessed for a Non-Sufficient Funds check.

One-Day Tours and One Day Casino Tours: Payment in full is required for a reservation.

Tour Cancellation and Refund Policy

Written notice of cancellation is required before refunds will be issued. Refunds will be returned by the same method as original payment. **Multi-Day Tours, Overnight Casino Tours:** 30 - 45 days prior to departure - Full refund less any non-refundable charges (i.e. theater tickets, hotel rooms, service fees, etc.) unless notification of difference is noted on tour description. NO REFUND after final balance due date. **One-Day Tours, One Day Casino Tours:** 30 prior to departure - Full refund less any non-refundable charges (i.e. theater tickets, service fees, etc.) unless notification of difference is noted on tour description. NO REFUND after 29 days prior to departure. **Air Tours and Cruises:** Varies by package. Refer to the tour description.

Transfers

The cancelling passenger may provide a replacement person(s) for their tour reservation(s). The office must be notified of the name of the replacement at the time of cancellation. No one is permitted to board the coach whose name is not on the passenger manifest. Transfers may not be possible on all tours. Transfers under 30 days may result in charges due to contract commitments with Coach USA Tours vendors.

Travel Protection

We recommend that you purchase a travel protection plan to help protect you and your travel investment. For your convenience, we offer a plan provided by Travelex Insurance Services. Travelex Insurance Services, Inc. CA Agency License #0D10209. Travel Insurance is underwritten by Berkshire Hathaway Specialty Insurance Company; NAIC #22276. 9WV Travel Insurance is optional. To be eligible for the waiver of pre-existing medical condition exclusion, the protection plan must be purchased within 15 days from the time you make your initial trip deposit and for the prepaid non-refundable payments or deposits. If purchased, the insurance premium is refundable during the 15-day review period, unless you have filed a claim or departed on your trip. The insurance premium is non-refundable after the 15-day review period. To view/download the Policy, go to: <http://policy.travelexinsurance.com/312A-1217>.

Departure Information

Multi-Day Tours: A departure information packet, which includes invoice, itinerary, exact departure time per pickup location, and hotel information, will be sent to passengers approximately ten to fourteen (10-14) days prior to departure. In the case of late bookings, departure information will be sent once final payment has been received. Baggage tags will be provided by Coach USA Tours. **Air Tours:** Documents will be sent approximately 2 weeks prior to departure. **Cruises:** Documents will be sent approximately 30 days prior to departure. **Note:** Coach USA Tours does not mail tickets for attractions, shows, etc. included on the tours. The Tour Director/Escort will have them in his/her possession.

Boarding Locations and Times

The departure times listed on the tour description are tentative and subject to change. Pickup location and departure times on the final itinerary will be correct. Changing pickup locations must be done no less than 72 hours prior to departure. Once the itinerary is finalized, the motorcoach may not necessarily be stopping at all pickup locations. Coach USA Tours recommends arrival at the pickup location at least 15 minutes prior to the departure time for one-day tours. For multi-day tours and tours requiring a passport, please arrive at least 30 minutes prior to departure.

Seating

Motorcoach seats are not reserved or assigned. Seats are available on a first-come, first-serve basis. There may be a regular rotation of seats on tours of five days or more. Tour passengers who are traveling alone or in a small group with an uneven number are always welcome on our tours. However, due to the double seating on the coach, you may be asked to sit with another single to accommodate all passengers traveling together. The single traveler may occupy a double seat by purchasing the extra seat. Small groups on tours may not always be seated together. The seat directly behind the driver will be utilized by the Tour Director/Escort. Coach USA Tours does not reserve seats for motion sickness.

Rooming Descriptions

The double, triple and quad occupancy is based on one room with either two, three or four people occupying that one room. The hotel configuration is generally two double beds. With triple and quad occupancy, people will have to share a bed. Depending on city fire codes, a cot or roll-away may not be available. The price of the roll-away or cot is an additional price and may be obtained upon request.

Baggage

The price of the tour includes one suitcase per person. Extra bags must be paid for at the rate of \$5.00 per bag/per day with prior office approval. Passengers may also bring a carry-on bag which is the passenger's responsible for handling always. While every effort is made to safeguard belongings, frequently the bags are out of our control when being loaded, unloaded, or transported to a hotel room. Coach USA Tours cannot accept responsibility for baggage which may be mishandled (damaged) or which passengers choose to leave in the motorcoach overnight.

Tips and Gratuities

All taxes and gratuities for included meals and activities are included, unless otherwise mentioned by the Tour Director/Escort. Driver and Tour Director/Escort gratuities are not included in the price of the tour and are optional. However, the recommended gratuity for "a job well done" is a minimum of \$2.00-\$4.00 per day for the Driver and \$2.00-\$4.00 per day for the Tour Director/Escort. We request that you express this appreciation on an individual basis and let the quality of the service be your guide.

Special Needs

To meet requirements of passengers with disabilities or special dietary requirements, Coach USA Tours requires notification at the time of reservation. The Driver and Tour Director/Escort are not to act as a travel attendant for passengers that need special assistance. A 48-hour notice is required for wheelchair accessible vehicles. Coach USA Tours is not responsible for the accessibility of the facilities used on the tours.

Documentation

All passengers traveling to international destinations, including Canada, are required to carry valid proof of citizenship consisting of a valid passport. A passport will be required for all Air and Sea travel to or from Canada, Mexico, Central and South America, the Caribbean and Bermuda. A valid passport is currently required for all tours to Europe. For non-citizens, it is the passenger's responsibility prior to the trip's departure to have the proper documentation and approval permitting entry into Canada, Mexico, the Caribbean, Europe and re-entry into the USA. Government-issued photo I.D. is required on all air tours within the United States. A passport is required on all air tours with an international destination. Coach USA Tours reserves the right to deny boarding to all passengers who do not have proper documentation any time with no cost reimbursement. For information on obtaining a passport/passport card contact the National Passport Information center at 1-877-487-2778 or online at www.travel.state.gov/passport.

Casinos

A player's card and/or photo ID is required to receive a casino bonus. Casino bonuses are regulated by the casino and are subject to change without notice. Holiday arrivals may not qualify for the casino bonus. Passengers must have a valid government ID to claim casino bonus. For casino entry in the United States, passengers must be 21 years of age with a photo ID. For Canadian casino entry, passengers must be 19 years of age with a photo ID. Passengers between the ages of 19-21 will need two picture IDs. For Canadian casino trips, passengers must have a valid passport. Any traveler with a felony conviction can be denied entrance into Canada.

Responsibility: *Coach USA Tours acts only as an agent in arranging transportation, accommodations, or any optional sightseeing tours, cruises, etc., and as such are not responsible for any damages, loss, delay, injury, or accident due to weather, or any act of default of any company or person engaged in providing service included in our tours. We reserve the right to cancel any tour or make changes in any itinerary as we deem necessary. Coach USA Tours is not responsible to any person for expense, loss of time or money or other circumstance resulting from a change in itinerary or change of tour arrangements. Any person may be dismissed from any tour at any time by the Tour Director/Escort or Driver in charge should his or her conduct not be in harmony with the rest of the passengers; no further obligation will be assumed by Coach USA Tours or anyone in their employ. Rates are subject to change due to increases in hotel, airline, or escalated fuel or operation charges. Written policies may change. Please refer to the coachride.com or coachusa.busbetter.net website for the most current Coach USA Tours policies.*