



Dear Valued Customer

Personalized Tours, Inc. is dedicated to offering our travelers the finest tours available, and when it comes to protecting your investment, we are offering the very best cancellation protection in the industry at an affordable price. Please read through the following information – if you have any questions, feel free to give us a call.

Personalized Tours, Inc. has a very generous refund policy if you must cancel your trip **60** days or more before the departure date. The only exception is if theater tickets, non-refundable attractions, or non-refundable hotels are involved. In that case, we will refund only the funds that are returnable to us. On all cancellations, a **\$50** per person administrative fee will be assessed after the deposit is made. Within **60** days of departure, however, you are at risk of losing all or most of your investment. We would like to protect your investment by offering very affordable “Peace of Mind” cancellation protection on our motorcoach-only tours, for cancellation up to **48** hours before departure. **Within 48 hours of departure, this policy is void.**

If you must cancel your tour because of **illness** or **injury** to yourself or your traveling companion or a death in the immediate family, “Peace of Mind” protection will credit you for the non-refundable portion of the tour. This plan will cover your investment from the time you make your final payment until 48 hours prior to your departure. You must have a doctor’s or funeral director’s written notice upon cancellation. Please be aware that should your travel partner find it necessary to cancel the tour, you will be responsible for the additional cost of a single occupancy should you decide to still participate in the tour. If you have also purchased “Peace of Mind” cancellation protection, you have the option to cancel the tour without penalty as specified above. **Peace of Mind tour reimbursement WILL be in the form of a TRAVEL VOUCHER with no expiration.**

“Peace of Mind” cancellation protection through Personalized Tours, Inc. does not cover trip interruption if you must leave the tour because of sickness or injury, or if you must return home for a family emergency. If you would like complete cancellation/interruption protection, please request Travel Insured information to cover these additional situations. Also, if you are looking for air/cruise insurance, please visit [www.TravelInsured.com](http://www.TravelInsured.com). Please see the back for further details on coverage.

Name of Tour \_\_\_\_\_ Dates \_\_\_\_\_ Tour # \_\_\_\_\_

Date Sent \_\_\_\_\_ Check No. & Amount \_\_\_\_\_

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Name of Tour \_\_\_\_\_ Tour # \_\_\_\_\_

Cost of “Peace of Mind” Cancellation Protection \$ \_\_\_\_\_ **PER PERSON**

This cancellation coverage will start from the postmark date of payment until 48 hours prior to departure. If you are interested in obtaining “Peace of Mind” cancellation protection for your upcoming tour, please fill out this form for each person/married couple, sign it, and send it with your Peace of Mind payment and deposit – please keep the top half of this letter for your records. We value your business and would like to see you protected! Please pay by separate check made out to “Personalized Tours - POM”. Peace of Mind reimbursement will be in the form of a TRAVEL VOUCHER.



POM is Per Person. If a couple is traveling, EACH will need to take out this protection. Today’s Date \_\_\_\_\_

Tour # \_\_\_\_\_

\_\_\_\_ Yes, please enroll me in the “Peace of Mind” protection provided by Personalized Tours, Inc.

\_\_\_\_ No, I do not wish to purchase the “Peace of Mind” protection. I decline protection.

\_\_\_\_\_  
(Please Print Full Name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Please Print Full Name)

\_\_\_\_\_  
(Signature)

**PERSONALIZED TOURS, INC**

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COVERED:

- *Injury* to yourself, the traveler, and/or your partner, the roommate. This injury will need to be confirmed by a medical professional along with a written note stating that you are unable to travel.
- *Death* to yourself, the traveler, and/or your partner, the roommate. This also includes “immediate” family members to include Spouses, Parents, Children, Grandchildren, Siblings, In-laws, Aunts, and Uncles.
- *Illness* cancellations MUST be accompanied by a medical professional’s written note stating that you are unable to travel.
- *Covid* cancellations MUST be accompanied by a positive test result from a test administered by a medical professional and cover the time during which a person is contagious or must quarantine. Positive tests must be less than 10 days prior to departure.

#### NON-COVERED:

- Change of plans. Once you have made a reservation meals, attractions and space on the tour have been allocated in your name. Having something come up does not constitute a refund or credit. In this case a substitute traveler for your space would be the only instance where a credit will be offered.
- Financial Hardship. We realize that things come up unexpectedly, but we will not be able to offer a credit OR refund due to a financial situation. Doing this would create a financial burden by refunding monies that are not refundable.
- Fear of traveling. A fear of traveling due to COVID is not a covered reason to cancel a tour and receive a credit. We make all the attempts to travel safely when it comes to flu and cold season and now COVID. Sanitizing, limited capacity when numbers are high, and distancing travelers on the coach. As a business, we may opt to cancel a trip if we think the location to which we are traveling is a higher risk than normal. In this instance, we may reschedule to another date. If we reschedule, you will have the option to transfer your money or receive a cash refund.

As a small business we value each traveler that signs up on a tour. We look at each cancellation individually and try to come up with a resolution that both parties are happy with. This has become very difficult since 2020 and the onset of the pandemic. More hotels and attractions are not allowing us to decrease in numbers and some restaurants are only transferring money in place of refunding. With insurance rates soaring on travel due to so many people canceling because of COVID, we have implemented our POM (Peace of Mind) protection. This is not insurance but a protection that covers your investment up to 48 hours prior to departure. Many of our travelers are more worried about having to cancel during this time frame and the refund is in the form of a TRAVEL VOUCHER, which makes it affordable.

If you are more concerned about interrupting your tour and having to leave the tour, you should look at travel insurance through our vendor, Travel Insured. Due to medical privacy laws, we can only direct you to their website or representative and you deal with them directly. Please know all their policies BEFORE purchasing a policy.

#### Personalized Tours, Inc.

