



## Personalized Tours, Inc.

# Policies & Procedures 2024

**RESERVATIONS:** Due to the limited space available on each tour, it is recommended that reservations be made well in advance. To reserve space, call our office at **920.528.7600**. Reservations can also be made online on our website at **www.GoPersonalized.com** or via email sent directly to **Info@GoPersonalized.com**. Please provide the tour name, tour number, and date along with the legal name, address, phone number, date of birth, and email address of anyone who has not traveled with us before. When making reservations for a casino trip, it is necessary to have all tour members' casino card numbers ready as well as birthdates.

**ONE-DAY TOUR PAYMENTS:** Payment for one-day tours must be made in full within 7 days of the time the reservation is made. Please indicate the tour number on the memo line of your check. MasterCard and Visa are also accepted for payment. **Reservations will be automatically cancelled if payments are not received within 7 days.** Confirmations and invoices / bills will only be sent via email.

**MULTI-DAY TOUR PAYMENTS:** All multi-day motorcoach tours require a deposit that is due 14 days from the time the reservation is made. Deposit amounts vary based on the tour price and will be listed on the tour brochure. The final payment is due 60 days prior to the departure of the tour. Some tours, especially those involving air, rail, or cruise travel, have specific payment requirements as explained on the brochure. Please indicate the tour number on the memo line of your check. MasterCard and Visa are accepted for payment. Note that some credit card payments may be subject to a 3% fee. **Reservations will be automatically cancelled if payments are not received by the due date.** Confirmations and invoices / bills will be emailed. Please note the final payment due date on your calendar.

**FORMS OF PAYMENT:** Payments may be made by personal check or money order, made payable to Personalized Tours. Tour numbers must be indicated on the memo line of the checks. MasterCard and Visa are also accepted for payments. Note that a 3% convenience fee may be applied to credit card payments. Credit card fees & service charges are non-refundable.

**DISCOUNT COUPONS & AWARDS:** Discount coupons and awards issued by Personalized Tours may not be deducted from tour *deposits*. They may be applied to *final payments* at a maximum rate of \$10 per person per day. The coupon or award must accompany the final payment.

**GIFT CERTIFICATES:** Gift certificates are available in any amount and may be redeemed on any one-day or multi-day tour. They are valid for one year from the date of purchase. Gift certificates are non-transferable, non-refundable, and have no cash value. They may be used for deposits and final payments. **EXPIRATION DATES ARE NOT NEGOTIABLE.**

**TOUR PRICES:** Tour prices are subject to change until FULL PAYMENT is made. Due to increases that are beyond our control such as fuel cost, taxes, air fare, etc. increases may need to be made since pricing is done far in advance.

**CANCELLATIONS & REFUNDS:** Attractions, theatres, and hotels have become more stringent in their policies, thus forcing us to do the same. **All one-day tours are non-refundable unless the tour member finds a substitute.** If the tour is full and Personalized Tours finds a replacement from the waiting list, the payment becomes transferable to another tour; it remains non-refundable. Should you cancel your **multi-day tour** once deposit is made, a \$100 per person administrative fee will be assessed. Should you cancel your tour within 60 days of departure or after final payment has been made, you are subject to 100% forfeiture unless you have Peace of Mind or an alternative insurance. Cancellations made 61 or more days prior to departure will have refunds assessed based on recoverable funds and handled on an individual basis. Personalized Tours must receive all cancellation notices **in writing**. Cancellation protection is highly recommended. Refunds may be issued as a travel voucher. Refunds are processed on a monthly basis by our accounting department. We ask for your patience in the refund process. All refunds for the month will be sent through the US Postal Service. Refunds that must be processed

through an insurance claim or outside parties (such as TOP tour partners) may be subject to longer wait times and are not the responsibility of Personalized Tours. Credit card fees & service charges are non-refundable.

**TOURS INVOLVING AIR, CRUISE, OR RAIL TRAVEL:** Tours including travel by air, cruise, or rail have special deposit and cancellation policies. These will be explained on the tour brochure and / or while making reservations. Please be aware that air travel policies have recently changed. All fly tour members will receive an updated list of air travel procedures and restrictions along with their tour documents prior to departure.

**PEACE OF MIND PROTECTION & INSURANCES:** Personalized Tours offers Peace Of Mind Protection on select motorcoach tours. Peace of Mind is NOT available on tours containing airfare, non-refundable tour portions, or TOPS tours in collaboration with other tour companies or partners. Peace of Mind Protection offers reimbursement in the form of a travel voucher should you cancel your extended tour for a covered medical reason. See the Peace of Mind registration form for full information, policy details, and coverages. For full-coverage insurance or additional coverages, you must purchase a policy on your own. All correspondence between outside insurance agencies must be done directly with the covered parties and not the Personalized Tours staff or office. We cannot create, assist, or file claims or policies on your behalf. We must have a signed Peace of Mind Form on file for all tour participants, even those declining protection.

**CUSTOMIZED FLY / MOTORCOACH TOURS:** Often travelers would like to go on a multi-day tour but cannot be gone long from their employment or home. Many of our tours can be customized to be fly / motorcoach tours. It is possible to join many of our tours by flying into a major city. You can enjoy the highlights of the tour and shorten your time away. You will not be charged for unused tour features.

**CANCELLED TOURS:** Each tour is priced based on the requirement that a minimum number of persons will participate. As deadlines approach, the reservation list is reviewed to see if the minimum number has been met. If there are too few reservations, a decision to cancel the tour must be made. Those who have made reservations are notified of the cancellation and given the option of having their money refunded or transferred to another tour. You can help us avoid cancellations by making your reservations early and encouraging your traveling friends to do the same. Personalized Tours does not like to cancel tours after putting all the time and effort into setting them up. Often we receive several inquiries after a tour has been cancelled. We may have been able to run the tour if those individuals had called earlier.

**CONFIRMATIONS:** Personalized Tours sends out confirmation invoices / bills only via email. Please make note of all payment due dates on your calendar, as reservations will be cancelled if payment is not received by the due date. However, all passengers will be notified of a trip cancellation or changes in pick-up locations or times. If you are unsure, you may call or email our office at any time to reconfirm trip information.

**DEPARTURE POINTS:** Pickup locations for one-day tours vary from tour to tour and will be published in our newsletter and on our website. Unless a phone call is received regarding a change in pickup locations or times, please refer to the newsletter or website for the accurate pickup information for one-day tours. Departure points for multi-day tours also vary from tour to tour depending on where the tour members live. Pickup information for multi-day tours will be determined 2-3 weeks prior to the tour departure, after reviewing the tour member list. This information will be included in the tour documents and sent via email or postal service to all tour members 10-14 days before tour departure.

**TOUR DOCUMENTS:** Complete instructions including pickup information, hotel list, medical form, and luggage tag will be mailed or emailed 10-14 days prior to departure for all multi-day tours.

**TOUR PARTICIPATION:** Personalized Tours grants tour participation to all persons. Any person requiring special assistance should advise our office of their need when making a reservation. We must know in advance if you have a disability that prevents your independence. You must be accompanied by a travel companion that will assume full responsibility for your care and mobility. Personalized Tours reserves the right to remove any individual as a tour participant. Any person who disrupts the tour or causes delays or problems onboard the motorcoach will be asked to leave at their expense. Should a passenger become otherwise incapacitated while on tour and need medical assistance, your tour director will assist in helping you receive emergency medical assistance. However, our tour director and/or driver will not be able to accompany you to the hospital or any other emergency service and the tour will continue to run as scheduled. Any incurred costs associated with this will be at your own expense and you will be responsible your own transportation home.

**ITINERARY CHANGES:** Personalized Tours reserves the right to make any changes or substitutions in printed itineraries, routing, and included features prior to or during the tour as necessary for the smooth operation of the tour. All substitutions will be of equal or greater value.

**SMALL GROUPS:** In the event that a tour does not meet a minimum number required for our motorcoach transportation, alternative transport may be arranged. This can include Sprinter vehicles, passenger vans, or other alternates. This is not a guarantee, but helps us avoid cancellations of low number tours when possible. Personalized Tours reserved the right to send a tour without a tour director on board should the group be too small to justify a guide.

**ACCOMMODATION RATE CHANGES:** Per person tour rates are based on the number of occupants per room; single, double, triple, or quadruple. Peace of Mind does not cover any single supplement charges which should arise from an individual's travel companion cancelling prior to or during the duration of a tour. Under this scenario, the single supplement will be deducted from any refund the cancelling party may be entitled to. The cancelling party is responsible for any and all incurred expenses or single supplementation due to their cancellation unless a replacement can be found.

**SINGLE TRAVELERS:** Personalized Tours welcomes the single traveler. We will assist in arranging a roommate for any person wishing to share accommodations at the double occupancy rate. Should a shared arrangement not be available, the single rate will apply. All single travelers will be required to fill out a Single Traveler Form prior to their tour. This form provides information regarding single travelers responsibilities while on tour. Your tour director, driver, other tour participants, or anyone else on tour will not be responsible to assist you with medical or mobility needs. Should you be unable to complete the tour due to any reason (mobility, medical, etc.), you will be responsible for your own transportation home and medical costs associated.

**TRIPLE & QUADRUPLE OCCUPANCY:** Three and four persons sharing one room will be accommodated with two double/queen beds, providing there is hotel availability. There will be an additional charge for a rollaway bed, when available.

**LUGGAGE:** Each person is allowed one suitcase that will be handled throughout the tour by the driver and bellboy included in your tour, (unless otherwise noted on the brochure). The maximum weight is 45 pounds. If the weight exceeds this limit, you may be asked to remove items to make the weight acceptable. You should be able to lift this piece of luggage if you expect others to do so. In addition, a small tote bag may be carried onboard and will be the responsibility of the tour member. Maximum carry-on dimensions are 22"x14"x9". Carry-on bags with wheels cannot be taken onboard but may be stored under the coach. Though every effort is made to safeguard luggage, Personalized Tours accepts no responsibility for lost, stolen, or damaged baggage.

**SEAT ASSIGNMENT & ROTATION:** Seat assignments on one-day tours are determined by the date full payment is received, with the front seats going to those who pay first. In fairness to all, seats are rotated each day on multi-day tours. This system enables everyone to enjoy all locations and

views on the motorcoach. Should you choose not to rotate seats, you may request a seat in the rear of the motorcoach for the duration of the tour. This should be done when making the reservation.

**SMOKING:** For the comfort of all tour members, smoking onboard the motorcoach is not permitted. Rest breaks will be made every 2-3 hours. Smoking rooms for multi-day tours should be requested when making a reservation, though most hotels no longer provide smoking rooms.

**PARKING:** All pickup locations used by Personalized Tours allow parking for one-day tours free of charge. For multi-day tours, if overnight parking is desired, permission from the owner of the lot may be necessary. Overnight parking is allowed at park & ride lots. Personalized Tours and the owners of these lots are not responsible for vehicles and their contents left in these areas.

**MEDICATIONS:** A sufficient supply of medications should be taken along to last the duration of the trip plus extra in case of an emergency. This should be packed in your carry-on bag. When flying or leaving the country, be sure all medications are in their original containers. It is recommended to carry copies of your prescriptions in case medication is lost.

**PROOF OF CITIZENSHIP:** When traveling outside the United States via any mode of transportation, please be sure to carry a valid passport **and** a government-issued photo ID. A copy of your passport should be brought along but stored in a separate place. A copy should also be left at home.

**LOST / STOLEN / DAMAGED ARTICLES:** Personalized Tours and the hotels, restaurants, and attractions utilized on our tours are not responsible for lost, stolen, or damaged personal items.

**TYPOGRAPHICAL ERRORS:** Personalized Tours is not responsible for typographical errors in any publications or printed advertisements.

**MEALS:** Included meals are specified on the tour brochure. The following codes describe what meals can be expected: CB = Continental Breakfast, B = Breakfast, BR = Brunch, L = Luncheon, LS = Light Supper, D = Dinner. All meal codes will be listed at the end of each day on the brochure.

**VOICEMAIL MESSAGES:** Occasionally our voicemail service, like other electronic devices, fails to function properly. If you have not received a return phone call from us within 24 hours on a business day, please contact us again.

**SPECIAL REQUESTS:** Special requests such as double bedded rooms, king-sized beds, adjacent rooms, or travel with friends need to be made when booking the tour. Every effort is made to accommodate these requests, but in some hotels and locations, special requests cannot always be honored. Handicapped rooms are limited so please reserve right away.

**RESPONSIBILITY:** Tours are arranged and operated by Personalized Tours, Inc. of Waldo, Wisconsin. Personalized Tours acts as an agent for the participant in all matters connected with arrangements for travel, lodging, tours, sightseeing, admissions, restaurants, and other suppliers or services and transportation. It does not own, operate, or supervise any suppliers of goods and services, and it is not liable for any injury, loss, damage, death, delay, or irregularity occasioned by reason of defaults, willful activity, negligence, bankruptcy, or any other problems which occur by reason of activity or inactivity of the third party. Personalized Tours does not guarantee such suppliers' rates, bookings, or reservations. Tickets for airlines or public carriers issued in connection with tours shall be a contract solely between the carrier and the participant, with payment for any fare increase or cancellation penalty the responsibility of the participant. Personalized Tours is not liable for any inconvenience, loss, injury, death, or damage due to acts of God, acts of state, fire, terrorist activities, social or labor unrest, or participant's failure to follow instructions. The payment of the required deposits and / or any partial or full payment for a tour by a tour participant shall be deemed and constitute full knowledge, acceptance, and consent by the participant to all provisions of this clause.

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**THANK YOU FOR TRAVELING WITH PERSONALIZED!**