



## Personalized Tours, Inc.

# Policies & Procedures 2017

**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** or **800.225.0608**. Reservations can also be made online on our website at **www.GoPersonalized.com** or via email sent to **info@gopersonalized.com**. Please have the tour name, tour number, and date ready along with the legal name, address, phone number, 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.

**ONE-DAY TOUR PAYMENTS:** Payment for one-day tours must be made in full within 7 days from the time the reservation is made. Please indicate the tour number on the memo line of your check. MasterCard and Visa are accepted for payment (\$100 minimum). A 3% processing fee applies to all credit card payments. **Reservations will be automatically cancelled if payments are not received within 7 days.** Confirmations and invoices / bills will not be sent.

**MULTI-DAY TOUR PAYMENTS:** Multi-day tours require a \$200 per person deposit that is due 7 days from the time the reservation is made. The final payment is due 2 months prior to the departure of the tour. Some tours, especially those involving air 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. A 3% processing fee applies to all credit card payments. **Reservations will be automatically cancelled if payments are not received by the due date.** Confirmations and invoices / bills will not be sent. Please note the final payment due date on your calendar.

**ONE-DAY CASINO TRIP PAYMENTS:** One-day casino trips may be paid when boarding the motorcoach on the day of the trip. If you are unable to go, please call our office to cancel, so we do not wait for you at your pick-up location the day of the trip. If it is before or after office hours, please leave a voicemail message. You must bring a photo ID and your Social Security card when visiting all casinos. We will cancel the tour if minimum numbers are not met. If you constantly cancel, you will be required to prepay.

**MULTI-DAY CASINO TRIP PAYMENTS:** Multi-day casino trips require a \$50 per person deposit within 7 days of making the reservation. The final payment is due 4 weeks prior to the departure of the trip. Please indicate the tour number on the memo line of your check. **Reservations will be automatically cancelled if payments are not received by the due date.** Credit cards are not accepted for casino trips. Invoices / bills will not be sent, but you will receive a confirmation letter seven days before departure. Please note the payment due date on your calendar. You must bring a photo ID and your Social Security card when visiting all casinos.

**FORMS OF PAYMENT:** Payments may be made by personal check or money order, made payable to Personalized Tours. Separate checks should be issued for each tour. Tour numbers must be indicated on the memo line of the checks. MasterCard and Visa are also accepted for payments of at least \$100. A 3% processing fee applies to all credit card payments.

**DISCOUNT COUPONS & CERTIFICATES:** Discount coupons and certificates issued by Personalized Tours may not be deducted from tour deposits. They may be applied to final payments at a maximum rate of \$5 per person per day. The coupon or certificate must accompany the 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 nontransferable and nonrefundable 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 due to increases that are beyond our control such as fuel cost, taxes, air fare, etc. All fuel surcharges will be noted in the most current newsletter for one-day tours. For multi-day tours, fuel surcharge information will be included in the tour documents sent out 10 to 14 days before departure.

**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 nonrefundable 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 nonrefundable. Should you cancel your **multi-day tour** once deposit is made, a \$50 per person administrative fee will be assessed **unless the tour member has purchased "Peace of Mind" Cancellation Protection.** All refunds will be handled on an individual basis and will be determined after an evaluation of non-recoverable funds.

**"PEACE OF MIND" CANCELLATION PROTECTION:** Personalized Tours, Inc. offers cancellation protection for a reasonable fee on all 2-day and longer motorcoach-only tours. We strongly recommend the purchase of this protection to eliminate the loss of your travel investment. Prices will vary from tour to tour and will be printed on each individual tour brochure. Request a cancellation protection brochure for complete coverage details. The form must be completed, indicating purchase or decline, signed, and returned to Personalized Tours within **7-10 days** of the date reservation is made. **Payment must accompany the form, and also be made within 7-10 days of the date the reservation is made. NO EXCEPTIONS!**

**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 been changed. All fly tour members will receive an updated list of air travel procedures and restrictions along with their tour documents.

**COMPREHENSIVE TRAVEL INSURANCE:** Personalized Tours, Inc. offers comprehensive travel insurance. Coverage includes trip cancellation, trip interruption, travel delay, baggage, medical benefits, and medical evacuation. Complete information is available upon request.

**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 particular 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 30 days prior to departure 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 in all the time and effort 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, Inc. does not send out confirmation letters or invoices / bills. 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 on the tour brochure and on our website. Unless a phone call is received regarding a change in pickup locations or times, please refer to the brochure 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 joining instructions including pickup information, hotel list, medical form, and luggage tag will be mailed or emailed approximately 10-14 days prior to departure date for all multi-day tours. Documents for multi-day casino trips will be mailed or emailed approximately 7 days prior to departure.

**TOUR PARTICIPATION:** Personalized Tours, Inc. 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, Inc. reserves the right to deny, accept, or retain 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.

**ITINERARY CHANGES:** Personalized Tours, Inc. 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.

**ACCOMMODATION RATE CHANGES:** Per person tour rates are based on the number of occupants per room; single, double, triple, or quadruple. If the number of occupants changes due to one or more roommates cancelling the tour before departure or finding it necessary to leave the tour once the tour has commenced, the remaining occupant/s will be responsible for the higher rate since hotels make no adjustments in their rates. If the remaining occupants have purchased "Peace of Mind" Cancellation Protection, they will have the option to cancel the tour without penalty, provided the cancellation is at least 24 hours prior to departure.

**SINGLE TRAVELERS:** Personalized Tours, Inc. 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.

**TRIPLE & QUADRUPLE OCCUPANCY:** Three and four persons sharing one room will be accommodated with two double 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 free of charge (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, Inc. 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 hotel rooms for multi-day tours should be requested when making a reservation. Many hotels no longer provide smoking rooms.

**PARKING:** All pick-up locations used by Personalized Tours, Inc. 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 on tour but stored in a separate place. A copy should also be left at home.

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

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

**MEALS:** Meals are included as stated on the tour itinerary. 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 specified on the tour 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, please contact us again.

**SPECIAL REQUESTS:** Special requests such as smoking / nonsmoking 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.

**RESPONSIBILITY:** Tours are arranged and operated by Personalized Tours, Inc. of Waldo, Wisconsin. Personalized Tours, Inc. 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, Inc. does not guarantee such suppliers' rates, bookings, or reservations. Tickets of 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, Inc. 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 tour, by a tour participant, shall be deemed and constitute full knowledge, acceptance, and consent by the participant to all provisions of this clause.

**GROUPS, TEAMS, AND ORGANIZATIONS:** If you are a member of a sports team, senior citizen group, civic organization, Red Hat Society chapter, church organization, or school group, remember Personalized's 56, 47 and 15 passenger vehicles are available for charter. The convenience and ability to travel together will surely make the trip or outing more enjoyable.

**OFFICE HOURS:** Personalized Tours, Inc. is located at W4928 Pheasant Valley Road, Waldo, WI 53093. Our office hours are Monday - Thursday from 8:30AM-4:30PM and 8:30AM-12:30PM Friday. Evening hours are available by appointment. Please feel free to leave a message on our voicemail after hours or contact us anytime via email at [info@GoPersonalized.com](mailto:info@GoPersonalized.com).

THANK YOU FOR TRAVELING WITH PERSONALIZED!!