



Terrapin Tours, LLC

PO Box 111, N. Woodstock, NH 03262
603-348-7141 // info@terrapiintours.com

Dear Tour Participants:

Thank you for registering for the **Ultimate Polar Bear Adventure Tour ~ October 22-29, 2018.**

Please review all of the enclosed information carefully and contact us if you have any questions.

PLEASE NOTE: Due to high demand and limited space available for this tour, special terms apply:

While we understand how disappointing it is for travelers in the event that they are forced to cancel a tour, especially one which they have been looking forward to for a long time, we have a strict cancellation policy for this tour. We, too, have been planning this adventure for a long time and have signed contracts requiring non-refundable payments to hotels and suppliers of transportation. Therefore we must strictly adhere to the policy below for all travelers – we hope you understand.

- **All payments are NON-REFUNDABLE.** Cancellation for **ANY REASON** (including, but not limited to, illness, injury, family engagements, work-related issues, or geopolitical concerns, etc.) will result in the forfeit of payments made.
- **Please understand that there will be no exceptions to our cancellation policy.** Optional Travel Protection is highly recommended for this tour and should be purchased at the time of deposit.
- **Reservations will NOT be confirmed until the enclosed registration form is returned and first deposit is received.**

PAYMENT SCHEDULE:

- **Upon Registration:** \$1000 per person
- **October 22, 2017** – 2nd Deposit of \$1,500 per person
- **January 22, 2018** – 3rd Deposit of \$1,500 per person
- **June 22, 2018** - Final payment due
- **Optional Travel Protection is available and highly encouraged for this tour.** Plans include insurance benefits and non-insurance worldwide assistance services. Travel Protection is non-refundable after the 14 day free look period. **Travel Protection plan information is included with this letter and the enclosed form MUST BE RETURNED** with your signature whether you are accepting or declining the optional coverage.
- **Checks are the preferred method of payment. Please mail payments to:**
Terrapin Tours
PO Box 111
North Woodstock, NH 03262

***** If you would like to use a credit card, please call our office to make payment (603-348-7141). A 2% surcharge will apply for the use of credit cards on this tour. We apologize for the inconvenience, but in order to keep the cost of the tour as low as possible for all participants it is necessary.**

Please feel free to contact us at 603-348-7141 or via email at info@terrapiintours.com if you have questions.

Best regards,
Kelly Cooke, Owner
Terrapin Tours

ULTIMATE POLAR BEAR ADVENTURE TOUR REGISTRATION FORM

To complete your reservation, the following information is required. Please review, sign and return with your deposit.

In accordance with the Transportation Security Administration's (TSA) Secure Flight program, for all international tours, passport information is required, including the following:

Full Legal Name: (as it appears on your passport) _____

Gender: Male / Female **Date of Birth:** _____ **Nationality:** _____

Passport Number: _____

Date of Issue: _____ **Date of Expiration:** _____

Please note: If you provide incorrect information to us, or if you use a different passport than originally cited, you will be responsible for charges associated with the ticket's reissue.

If you are not a U.S. Citizen, it is your responsibility to obtain the required travel documents to enter Canada. Please contact your embassy or consulate to ensure you obtain the proper documentation.

Reminder: U.S. Passport Cards and Enhanced Driver's Licenses are not valid for international air travel. A U.S. Passport Book (the small blue book with "Passport" written on the front) is required.

Please **review** the following information carefully, **initial and sign** where indicated to secure your reservation.

Initial in the space provided next to each statement to verify that you have read and understand the information.

_____ **Special Needs/Requests:** Any special requests must be noted at the time of your reservation. You must advise us in advance if you have any medical, mobility, or dietary restrictions that require special accommodations.

_____ **Weather:** By registering for this tour, you understand that we are traveling to the Arctic region. **Average** temperatures range from 15-40 degrees Fahrenheit in Churchill during the month of October.

_____ **Wildlife Sightings:** While every effort will be made to see polar bears, it is understood that we are going to a wilderness area and wildlife sightings cannot be guaranteed. While it would be highly unlikely not to see polar bears on this tour, there are no guarantees and no refunds will be given in the event that we do not see bears in the wild.

_____ **Itinerary or Tour Modifications:** If unforeseen circumstances beyond our control make changes necessary, we reserve the right to vary the itinerary and to substitute elements of the tour. These elements include, but are not limited to: hotels, activities, transportation, and services stated in the itinerary. Every effort will be made to carry out the tour as planned but alterations may occur. Please note that weather and other conditions that are out of our control may force changes to the schedule.

_____ **PAYMENT SCHEDULE:** *Failure to make payments as scheduled can result in cancellation of your reservation and refunds will not be given. Checks are the preferred method of payment. A 2% surcharge will apply for the payment via credit card.*

- **\$1000 per person due to secure your reservation**
- **October 22, 2017** – 2nd Deposit of \$1,500 per person
- **January 22, 2018** – 3rd Deposit of \$1,500 per person
- **June 22, 2018** - Final payment due

_____ **CANCELLATION POLICY:** All payments are **NON-REFUNDABLE**. Cancellation for **ANY REASON** (including, but not limited to, illness, injury, family engagements, work-related issues, or geopolitical concerns, etc.) will result in the forfeit of payments made. **Please understand that there will be no exceptions to our cancellation policy.**

_____ **TRAVEL PROTECTION/TRIP CANCELLATION INSURANCE** is available and highly encouraged for this tour. Plans include insurance benefits and non-insurance worldwide assistance services. Travel Protection is non-refundable after the 14 day free look period. **Travel Protection plan information is included with this letter and the enclosed form MUST BE RETURNED** with your signature whether you **ACCEPT** OR **DECLINE** the optional coverage.

_____ **Please note that most U.S. health insurance companies do NOT provide coverage in Canada** and the remote region we are visiting is not accessible by car. In the event of a medical emergency, you could incur major expenses if you do not purchase travel insurance and need medical assistance or evacuation. We recommend that you speak with your local insurance provider regarding your coverage while traveling in Canada.

_____ **All passengers MUST carry a valid U.S. Passport to travel between the United States and Canada. Passengers without proper documentation will be denied boarding and refunds will not be given. Travelers convicted of a felony or misdemeanor will not be allowed to cross the border.**

SPECIAL REQUESTS – Please note any special requests below, including medical, dietary or mobility restrictions that we should be aware of:

Name of Tour: Ultimate Polar Bear Adventure

Tour Dates: October 22-29, 2018

Tour Cost: \$6,995 per person (Double/Sharing a Room) Single Rate: \$8,490

Tour Inclusions: Transportation, services, meals, sightseeing and entrance fees to attractions, as stated in the itinerary, along with taxes and gratuities for included services, unless otherwise indicated, are included in your tour package.

Tour Exclusions: All items and expenses of a personal nature and gratuities to your local guides are not included.

Travelers with Special Needs: In compliance with the Americans with Disabilities Act, Terrapin Tours will make reasonable efforts to accommodate the special needs of tour participants. Travelers needing special assistance must inform Terrapin Tours at the time of booking to determine what assistance might reasonably be made available.

Notes: By signing up for this tour, consent is given to use photographs taken of you during the tour for marketing purposes including, but not limited to, the Terrapin Tours website, social media sites and in print advertising.

Responsibility Statement: Terrapin Tours, LLC herein referred to as Terrapin Tours; acts only as an agent on behalf of its tour patrons in arranging transportation, accommodations, sightseeing and other services. Terrapin Tours cannot be held responsible for deficiencies on the part of hotels, restaurants, airlines, cruise lines or any other company providing tour inclusions. Terrapin Tours, nor any of its representatives, shall not become liable or responsible in any way in connection with means of transportation or other services for any loss, injury or damage to, or in respect of, person or property however caused or arising. Terrapin Tours reserves the right to change any arrangements herein set forth should conditions necessitate, offering substitutes of equal value, or to cancel any scheduled tour. Terrapin Tours is not responsible for delays, extra expenses or any other inconveniences to passengers due to weather conditions, other "Acts of God," and acts of terrorism. The right is reserved to decline, to accept or retain any person as a member of a tour at any time.

Tour arrangements by: Terrapin Tours, LLC · PO Box 111 · North Woodstock, NH 03262 · 603-348-7141

Please return this form along with the following to secure your reservation:

- Deposit of \$1000 per person
- Signed Travel Insured form with signature accepting or declining the group travel protection plan
- Signed Tour Registration Form

By signing below, you acknowledge that you have reviewed all of the information provided including, but not limited to, the itinerary overview, travel protection/insurance information, payment schedule and cancellation policy.

Name: _____ Nickname: (if used) _____

Signature: _____ Date: _____