

## Terrapin Tours - Tour Reservation Terms and Conditions

**Reservations and Payments:** Reservations are subject to availability at the time of request. Terrapin Tours reserves the right to decline or accept any person as a traveler.

- **Day Tours:** Unless otherwise noted on the tour brochure, **full payment** is due at the time of reservation. Payments are refundable until 60 days prior to the tour departure date.
- **Multi-Day Tours:** Unless otherwise noted on the tour brochure, a **deposit** of \$150 per person is due within 5 days to confirm your reservation, and **final payment** is due **90 days** prior to the tour departure date.
- **Signature Tours:** Unless otherwise noted on the tour brochure, a **deposit** of \$500 per person is due within 5 days to confirm your reservation. **Final payment** is due **120 days** prior to the tour departure date.

**Cancellation Charges:** Unless otherwise noted on the tour brochure, if you cancel for **any reason** prior to tour departure, the tour cancellation fees are as follows:

- **Day Tours: 59 days** or less prior to departure, your tour cost payment is **non-refundable**.
- **Multi-Day Tours: 89 days** or less prior to departure, your tour cost payment is **non-refundable**.
- **Signature Tours:** Unless otherwise noted on the tour brochure, **119 days** or less prior to departure, your tour cost payment is **non-refundable**.

Due to a variety of reasons, including contractual obligations with our vendors, Terrapin Tours is unable to issue a refund OR credit for cancellations received within the cancellation penalty window noted above. **Please understand there will be no exceptions to this policy.**

**Travel Protection:** *Travel Protection is highly recommended* and can be purchased through our preferred partner, **ALLIANZ TRAVEL INSURANCE**, or the vendor of your choice. **To opt into our Group Advantage plan through Allianz, you MUST purchase the insurance at the time of your initial tour deposit.** *Effective for all tour reservations made after 7/22/2022, all travel protection payments are non-refundable once purchased.* Please contact us or the vendor of your choice for more information regarding optional travel protection.

**Methods of Payment:** Check and credit card payments are accepted. We request that tour payments be made by check, payable to "Terrapin Tours" and mailed to: PO Box 111 N. Woodstock, NH 03262. **Credit card payments are subject to a 3% surcharge.**

**Health & Safety Protocols:** Travel restrictions and requirements vary by country and state, and may include vaccination requirement, testing requirement, pre-tour quarantine, etc. It is the passenger's responsibility to adhere to all federal, state, and local mandates, as well as any rules or regulations set forth by Terrapin Tours, or any of our vendors. In the event that a passenger fails to meet the requirements, refunds will not be given.

**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. While every effort will be made to carry out the tour as planned, if unforeseen circumstances beyond our control make changes to the published itinerary and inclusions necessary, we reserve the right to vary the itinerary and to substitute elements of the tour.

**Parking & Departure Information:** It is the traveler's responsibility to arrive at the tour departure point on time, as the bus will not wait for late arrivals. **No refunds will be given if travelers arrive late and the tour has departed.** Parking is available at the departure location, and is at your own risk. Terrapin Tours is not responsible for vehicles or personal items left in vehicles while parked at the departure point.

**Special Requests:** Special requests such as dietary requests, seating requests (for medical reasons), and rooming requests should be made at the time of booking. Special dietary or meal requests are subject to availability at the hotel or venue. Requests will be noted and while every effort will be made to fulfill such requests, no request can be guaranteed.

**Travelers Requiring Special Assistance:** Travelers needing special assistance must inform Terrapin Tours at the time of booking. In compliance with the Americans with Disabilities Act, Terrapin Tours will make reasonable efforts to accommodate the special needs of travelers. Terrapin Tours does not provide personal services or individual assistance (such as pushing a wheelchair, assisting with walking, administering of medications, etc.). A qualified and physically able companion should accompany travelers who need such assistance.

Not all sightseeing stops/sites can accommodate wheelchairs, and some locations and sightseeing activities require extended standing, sitting, or walking—sometimes on unpaved or cobblestone streets. Terrapin Tours will not refund or cover any cost or expense incurred for any missed activities due to a traveler's inability to fully participate with the group. The Americans with Disabilities Act is only applicable within the United States and does not apply to destinations outside of the U.S.

If we are not notified at time of reservation of any medical condition requiring special attention, Terrapin Tours reserves the right to cancel your booking or terminate your tour if your needs or medical conditions are not suitable for the tour, pose a threat to the health and safety of other travelers, or if you are not traveling with a companion who provides all the assistance you require.

**Medical and Health:** At Terrapin Tours' discretion, travelers may be required to provide written confirmation of fitness for participation and/or release for participation by traveler's physician or medical provider. Terrapin Tours reserves the right to decline to accept any person as a traveler should we determine the person's health, mental condition, physical infirmity or general deportment may endanger the traveler or adversely affect the rights or welfare of other travelers. Further, Terrapin Tours reserves the right to require a traveler to withdraw from a trip or travel activity if the traveler's condition or behavior deteriorates while on a tour or that withdrawal is in the best interests of the health, safety and general welfare of the tour group and/or the traveler.

In the event that a traveler departs a tour early, it is the traveler's responsibility to make alternate travel arrangements to return home. Terrapin Tours will not refund any portion of the price paid by any traveler who is removed or departs the tour early, nor shall Terrapin Tours be responsible for expenses for lodging, medical care, meals, transportation, or any other expenses incurred by the traveler. It is the responsibility of the Tour Director to stay with the tour group and will not, under any circumstances, be expected to accompany a traveler that departs the tour early.

**Photography:** 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 travelers 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**