

Top Reasons For Purchase

Travelers may often worry about...



Cancellation

If forced to cancel their trip, travelers may want reimbursement for their pre-paid, non-refundable costs.



Medical Coverage

Especially when going abroad, travelers may become concerned about potential medical expenses..



Personal Belongings

Many travelers may have concerns about loss or theft of their baggage and important items, like passport.

Pre- And Post- Departure Coverage

Coverage begins after purchase and continues through the duration of your trip.



Before The Trip

Travel protection begins while you are still home. Risks might include last minute cancellations due to sickness inclement weather, or a terrorist incident occurs.



During The Trip

Can provide coverage for:

- Emergency/accident care
- Medical evacuations
- Travel delays
- Missed connections
- Lost/stolen baggage
- And more!

Available Travel Coverage



Trip Cancellation
& Interruption



Emergency
Illness Or Injury



Baggage Delay,
Loss, Or Theft

Frequently Asked Questions

What are my Travel Protection Insurance Options?

- **For tours costing up to \$10,000 per person** - We recommend the Travel Insured ABA Motor Coach Travel Protection plan. This plan provides trip cancellation, trip interruption, and accident & sickness medical expense coverage, as well as optional upgrade benefits for an additional cost, including Cancel for Any Reason (CFAR).
- **For tours costing over \$10,000 per person or for travelers looking for additional benefits and increased coverage** - We recommend the Travel Insured Worldwide Trip Protector Deluxe or Travel Insured Worldwide Trip Protector Platinum plan. These plans provide increased benefit amounts for accident & sickness medical expense coverage, medical evacuation, and additional upgrades including CFAR and a pet coverage bundle.

When should I purchase a Travel Protection Insurance plan?

- **Plan purchase date may be time sensitive.** Review individual plan information for specific deadlines. Additional terms may apply.
- Some benefits, including the Cancel for Any Reason (CFAR) benefit and to waive the Pre-Existing conditions exclusion, are subject to a time sensitive period.

How do I buy Travel Protection Insurance?

- To view plans, get a quote, and to **purchase your Travel Protection insurance policy with Travel Insured** visit <http://travelinsured.com/agency?agency=49293> .
- If you would like additional information, call 1-800-243-3174 and use Terrapin Tours Agency ID: 49293.
- **Please note:** *The Travel Insured ABA Motor Coach Travel Protection plan can only be purchased online using the link provided.*

What if I don't buy Travel Protection Insurance?

- While not required, **Travel Protection is highly recommended.**
- **It is the traveler's responsibility** to review the Terrapin Tours Tour Reservation Terms and Conditions, and to **understand our Tour Payment & Cancellation Policies.**
- **If notice of cancellation (for any reason - including illness or injury) is received within the cancellation penalty window, no refund or credits will be issued.** Please understand there will be no exceptions to this policy.
- If a traveler does not have travel protection insurance, they are responsible for any cancellation penalties, as well as any emergency medical or travel expenses incurred while traveling.



TOUR RESERVATION PAYMENT & CANCELLATION POLICY AND TRAVEL PROTECTION NOTICE

Please review the following information carefully, complete the form, and return with your tour deposit payment to confirm participation in a Multi-Day or Signature Tour. See reverse for complete Terrapin Tours Tour Reservation Terms and Conditions.

Payment & Cancellation Fees:

- **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. **89 days** or less prior to departure, your tour cost payment is **non-refundable**.
- **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, and **119 days** or less prior to departure, your tour cost payment is **non-refundable**.
- **IF YOU ARE TRAVELING WITH A ROOMMATE:** In the event that your roommate cancels his/her reservation, your reservation will be changed to single occupancy and you may be responsible for paying the difference in the tour cost.

PLEASE NOTE: 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 is highly recommended for Multi-Day and Signature Tours and can be purchased through one of our trusted partners, or the vendor of your choice. **Most travel insurance plans require you to purchase at the time of your initial tour deposit and are non-refundable once purchased. Please contact us, or the vendor of your choice, for plan options and more information.**

PLEASE NOTE: Traveling companions that do not live at the same address need to submit separate forms.

LEGAL NAME(S): _____

TRAVELER 1: _____ DATE OF BIRTH (mm/dd/yyyy): _____

TRAVELER 2: _____ DATE OF BIRTH (mm/dd/yyyy): _____

ADDRESS/CITY/STATE/ZIP CODE: _____

PHONE: _____ EMAIL: _____

NAME OF TOUR & DATES OF TRAVEL: _____

REVIEW & INITIAL NEXT TO THE FOLLOWING STATEMENTS:

_____ Although not required, I/we understand that **Travel Protection is highly recommended** and can be purchased through one of Terrapin Tours' travel protection partners or through a vendor of my choice.

_____ I/we have read and understand the tour reservation terms and conditions, including the cancellation policy and **that if I cancel my reservation FOR ANY REASON, including illness or injury, within the cancellation penalty window that a refund or credit will not be issued.**

_____ I/we understand that if I DO NOT have travel protection, that I am responsible for any cancellation penalties and any emergency medical or travel expenses incurred while traveling.

By signing below, I/we agree that I/we have read and understand the Terrapin Tours Tour Reservation Terms & Conditions, AND options for purchasing Travel Protection.

TRAVELER 1 SIGNATURE: _____ DATE: _____

TRAVELER 2 SIGNATURE: _____ DATE: _____

Terrapin Tours - Tour Reservation Terms and Conditions

Reservations, Payments, & Cancellation fees: 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: Full payment** is due at the time of reservation. Tour payments are refundable until 60 days prior to the tour departure date. **59 days** or less prior to departure, your tour cost payment is **non-refundable**.
- **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. **89 days** or less prior to departure, your tour cost payment is **non-refundable**.
- **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, and **119 days** or less prior to departure, your tour cost payment is **non-refundable**.
- **IF YOU ARE TRAVELLING WITH A ROOMMATE:** In the event that your roommate cancels his/her reservation, your reservation will be changed to single occupancy and you may be responsible for paying the difference in the tour cost.

PLEASE NOTE: 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.** See below for Travel Protection options.

OPTIONAL TRAVEL PROTECTION: Optional travel protection is **HIGHLY RECOMMENDED**.

- **DAY TOUR CANCEL FOR CREDIT PROTECTION** - Day tour reservations are eligible for Terrapin Tours' **Day Tour Cancel for Credit Protection**. Passengers must opt-in and pay the \$25 per person NON-REFUNDABLE fee at the time of booking. The program provides the following **customer credit** (*not a cash refund, credit can be used on a future tour*) for cancellation for ANY REASON received within 59 days of the tour departure:
 - **Reservation Cancellation from 14-59 Days Prior to Departure:** 100% Customer Credit of tour cost/reservation
 - **Reservation Cancellation from 2-13 Days Prior to Departure:** 50% Customer Credit for tour cost/reservation
 - **Reservation cancellation received within 48 hours of tour departure:** **Not eligible for customer credit.**
 - **Please note: Cancel for Credit Protection is ONLY available on Day Tours.** The non-transferable credit remains on customer account and can be applied to any reservation. Credits do not expire. No cash refunds will be given.
- **MULTI-DAY & SIGNATURE TOUR TRAVEL PROTECTION:**
 - **Travel Protection is highly recommended** and can be purchased through one of our trusted partners, or the vendor of your choice for any of our Multi-Day or Signature Tours. **Most travel insurance plans require you to purchase at the time of your initial tour deposit and are non-refundable once purchased. Please contact us for plan options 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: 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.

Itinerary Modification: 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, handicapped seating requests, 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. Terrapin Tours follows an open seating policy, seats on the motorcoach are not assigned nor can they be requested, with the exception of when required by law to accommodate handicapped accessibility.

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.