

# BOOKING CONDITIONS

These terms and conditions apply for all tours departing on or between January 1, 2012 and December 30, 2012. The programs highlighted in here are operated by AMA Tours. For the sake of clarity, we'll refer to ourselves below simply as "AMA."

## WHAT IS INCLUDED

Your Program Fee includes:

- Round-trip airfare
- Except where noted, accommodations in first-class, superior tourist-class or tourist-class hotels.
- Continental breakfast, most lunches and all dinners
- Comprehensive sightseeing tours and excursions led by licensed local guides (as per program itinerary)
- Airport transfers and transportation between destination cities (as per program itinerary)
- Select entrance fees and theater tickets as specified
- Full-time services of an AMA Tour Director upon arrival and throughout the program, as well as assistance from AMA representatives abroad
- AMA walking tours and orientation tours (as per program itinerary); transportation to and from the walking tours is provided by coach or public transportation
- All non-optional gratuities (except on cruises)

## WHAT IS NOT INCLUDED

- Non-mealtime beverages and snacks
- Optional excursions
- Shore excursions on cruises
- Transportation to free-time activities
- Surcharges due to changes in currency exchange rates
- Airport and airline fees, some taxes and fuel surcharges (as they are subject to change without notice due to legislation beyond our control)
- Expenses caused by airline rescheduling, cancellations or delays caused by the airlines, bad weather or events beyond AMA's control
- All-Inclusive Insurance Plan
- Customary gratuities (for your tour director, local guide, cruise staff and coach driver)
- Passport and Visa Fees.

## Group travel

Group travel requires some flexibility. Depending on your group's size, you will likely be combined with other groups and travel together on the same tour. To meet the needs of the consolidated group, your requested tour dates and itinerary may have to be somewhat modified. By implementing this policy AMA is able to offer our travelers the lowest prices possible, while minimizing any inconvenience.

## Group consolidation

AMA's program fees are based on a minimum of 35 full-paying participants. To qualify for these fees, it is usually necessary to combine a number of smaller groups into a larger one. Group consolidation provides travelers with the best value. If AMA is unable to consolidate groups on their chosen tour, we will transfer participants to a comparable tour. The replacement tour may not include all countries on the original tour. Should AMA fail to offer a comparable tour, participants will receive a full refund.

## Itinerary changes

It may be necessary for AMA to modify the order in which cities are visited, alter the duration of stay in a city or country, arrange ground transportation to an alternate airport, etc. This may also involve a change in the departure, arrival or return date of a tour. AMA makes every effort, however, to ensure that the new departure date will be within two days of the original date on tours departing October through April, and within four days of the original date on tours departing May through September. On certain dates, especially holidays, some tour inclusions may be unavailable. In this case, AMA reserves the right to substitute inclusions at its discretion. Confirmation of your tour will be available approximately 60 days prior to departure.

## Tour extensions

Tour extensions are not available.

## Application procedures

Applications are processed on a "first-come, first served" basis. Applications should be submitted in person to an AMA representative or your Group Leader for quickest processing. AMA also accepts applications by mail. All applications must be received by AMA no later than 70 days prior to departure. Provide us with your complete first and last names as they appear (or will appear) on your passport. Please check the spelling of your name on all correspondence as any corrections to your passport name made prior to departure will incur a minimum \$100 fee per airline and can result in a different flight itinerary from the group.

## **Passports and visas**

Every AMA participant must be in possession of the appropriate documentation prior to departure. AMA is not responsible for obtaining passports or visas for travelers. This is the responsibility of the participant. If an AMA participant is unable to obtain a passport or any applicable visas, AMA's Standard Cancellation Policy will apply. Passports must be valid for at least six months after the end of your tour. Non-U.S. citizens must contact the embassy or consulate of their destination countries for specific entry requirements. Check your itinerary carefully for all countries that you will pass through, including transfers between airports in foreign countries and re-entry into the United States. Visit the U.S. Department of State at [travel.state.gov](http://travel.state.gov) for information.

AMA reserves seats with Air Canada, Alitalia, American, British Airways, Continental, Delta, Iberia, KLM, Lufthansa, Northwest, Qantas, United, US Airways, Virgin Atlantic Airways and other domestic and international carriers. (The passenger contract in use by each airline, when issued, shall constitute the sole contract between the airline and the purchaser of the tour.) AMA reserves the right to use charter flights. Due to available flight routings, we cannot guarantee non-stop flights. Due to space availability and size of available aircraft, we cannot guarantee that all members of a group will fly together on the same flight. In rare cases, groups may have a domestic and/or international overnight, layover and/or bus transfer due to space availability, routings and legal connection times. AMA cannot be held responsible for airline schedule changes or mechanical or weather-related flight delays. In some cases, groups may travel on an overnight "red-eye" flight, departing the evening before the tour is scheduled to begin. You will receive your seating assignments at the time of check-in. Our contracts do not allow upgrades, stopovers or the accrual of frequent flier miles. Interchangeable airports: Flights to and from the following destinations may originate/end at any of the airports serving them (listed below). On occasion, your tour may return to an airport in your area other than the one from which you departed: • New York: Newark, LaGuardia, JFK • Washington, D.C./Baltimore: Baltimore, Dulles, Ronald Reagan National • Houston: Hobby, George Bush Intercontinental • Scotland: Glasgow, Edinburgh • Italy: Milan, Rome, Turin, Venice.

## **Excursions**

Excursions are not available.

## **Rooming**

AMA will take care of rooming assignments for all travelers. All rooming requests including upgrades must be submitted by 60 days prior to departure. Each hotel room is equipped with a private bathroom. Overnight trains provide couchette sleeping berths or sessels (recliners), and cruises and overnight ferries provide cabins.

Standard rooms: Travelers room in quads with members of the entire tour group with which they are traveling. This may mean that travelers room with travelers from other schools. Single rooms: Adult travelers may request a single room for an additional charge. Single rooms are not available on overnight trains, ferries or cruises

## **Terms and provisions**

No warranties, representations, terms or conditions apply to any tour unless expressly stated within these "Booking Conditions," in a Booking Conditions Addendum or in a letter signed by an AMA officer. Each tour begins with the takeoff from the AMA departure airport, and ends upon completion of the flight back to the AMA airport. The official length of an AMA tour does not include stay-ahead or stay behind option periods when participants are not escorted by an AMA Tour Director.

AMA cannot be held responsible for events beyond its control, such as (without limitation) acts of God, war (whether declared or undeclared), terrorist activities, incidents of politically motivated violence, illness or quarantine, strikes or government restrictions; nor, for personal injury, property damage or loss of earnings, from any event whatsoever caused by persons not controlled by AMA, such as (without limitation) the employees or agents of airlines, railways, bus companies, hotels and subcontracted agents or tour operators. AMA tours may be canceled for any reason, including, but not limited to instability in a destination country. Cancellation for country instability will be based on U.S. Department of State travel warnings. AMA is not responsible for loss of passports, airline tickets or other documents, or for loss of or damage to luggage or any other passenger belongings. AMA is not responsible for locating lost property, unless the loss is due to AMA's negligence. In this case, only shipping costs will be charged to the participant. In rare cases, when AMA must get involved in the physical retrieval and handling of lost property, a non-refundable service fee of \$100 plus shipping costs will be charged to the participant. Lost luggage will be donated to charity if unclaimed by one year after your date of departure. In the case of a lost airline ticket, the participant is solely responsible for meeting the airline's requirements (both logistical and financial) for ticket replacement.

## **Cancellations**

The cancellation policies take into consideration the costs AMA incurs long before groups ever depart. Notice of cancellation from an AMA tour will only be accepted from the participant. The date of cancellation will be determined by the date on which AMA receives written notice. Cancellation refunds can only be made to the person whose name appears on the account; monies cannot be transferred to another account. (See *AMA Cancellation Policy*)

## **Refunds**

Refunds for overpayments will be issued only upon written request and after a participant's check(s) has (have) been in the account for 21 days. Refunds will be issued in the name on the AMA account. All refund checks are mailed 4-6 weeks after the request has been processed. There will be a non-refundable \$30 stop-payment fee for lost refund checks.

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