

# 2024 WORLD HOLIDAYS

## Booking Conditions

**Payments:** All deposits and final payments can be made by check or credit card. We accept the following credit cards: Visa, MasterCard and Discover.

**Prices Subject to Change:** We reserve the right to vary itineraries and prices and substitute facilities, hotels or events of equal or better quality if necessary.

**Guaranteed Share Program for Single Travelers:** If you are traveling alone and would like a roommate for cost savings, let us know at the time of booking your reservation. Travelers must be non-smokers and cannot use a medical sleeping device to be eligible. Participants will be paired with another traveler of the same gender at the twin rate. If no roommate is available, you will get a single room at the twin rate. Guaranteed share reservations are available until the final payment period of a tour.

**Roommate Cancellation:** If you are booked as a "twin" and your roommate cancels their reservation, and you cannot find another roommate, you may either travel as a guaranteed share (see above) or travel as a single and pay the single supplement.

**Health and Walking on Tour:** Some sites visited have limited motorcoach access and may involve considerable walking, stairs or inclines. Travelers should be in reasonably good health. Some programs include destinations in higher elevations that may have varying effects on individual travelers. Tour Managers and Coach Drivers cannot lift or assist travelers into transportation vehicles. Mayflower Cruises & Tours requires that persons requiring assistance be accompanied by a companion who is capable of and totally responsible for providing the assistance.

**Revision Fees:** A fee of \$25 per person per transaction will be charged for any changes, revisions or alterations made to your reservation after confirmation.

**Luggage Handling:** The tour cost includes portage for one average size suitcase. A charge of \$5.00 per hotel will be collected by the Tour Manager for each additional piece of luggage that you bring.

**Travel Documents:** Your travel documents will be in your possession approximately 14 days prior to departure. Documents include tour itinerary, departure and arrival information and times, hotel information, clothing suggestions, baggage tags, plus any helpful hints.

**Mayflower Loyalty Program, First Time Travelers and Referral Rewards:** Earn \$100.00 travel credit for every World Holiday taken with Mayflower Cruises & Tours. No restrictions to the amount of credits an individual can acquire. Loyalty Credits can be applied to any reservation made within one year of the return of the tour they were earned on. Multiple credits can be used on a single tour. Credits are nontransferable but can be combined with Referral Rewards and Mayflower promotional savings.\* First Time Travelers, earn \$50.00 to be applied to their first reservation with Mayflower Cruises & Tours. FTTs cannot be combined with any Free Airfare promotional offer. With Mayflower's Referral Rewards program you can earn hundreds of travel dollars when you refer a friend to us. Here is how it works - refer a friend that is NEW to Mayflower Cruises & Tours and you will earn up to a \$100 travel savings when your friend makes a reservation and pays the deposit on a tour that is five days or longer. The savings is per friend. So if you bring a couple that is new to Mayflower - you will earn up to \$100 x 2 = \$200 travel savings. You can apply this savings on upcoming tours\* you have with Mayflower Cruises & Tours. Your Friend also gets a First-Time Traveler savings of up to \$100. \*Some restrictions apply, call for details.

**Smoke Free Environment:** Although smoking is not allowed on the motorcoach, frequent rest/smoking stops are made.

**Travelers with Special Needs:** You must advise Mayflower at the time your booking is made of any disability requiring special attention. Mayflower will make reasonable efforts to accommodate the special needs of our travelers. Be aware that the Americans with Disabilities Act is applicable only within the United States and that accommodations for disabled travelers outside the United States may be more limited.

If a traveler requires assistance, we require that he/she be accompanied by a companion who is capable of and totally responsible for providing the assistance. Neither Mayflower personnel, nor its suppliers, may lift or physically assist travelers. If a traveler thinks he/she might need assistance during a trip, he/she should call Mayflower to determine what assistance might reasonably be provided. If special arrangements are provided, and these arrangements add to the Tour Operator's cost, the Tour Member will be responsible to pay the additional costs. Mayflower cannot provide special individual assistance to travelers with special needs for walking, dining or other routine activities.

**Membership:** Mayflower reserves the right to withhold tour membership, or to require any traveler to leave a tour at any time, when such action is determined by Mayflower to be in the best interests of the traveler or the tour group. Children must be at least six years of age and accompanied at all times by a guardian.

**Force Majeure:** Except where otherwise expressly stated in these terms and conditions we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any damage, loss or expense of any nature as a result of Force Majeure. "Force Majeure" means any event which we or the supplier of the services in question could not, even with all due care, foresee or avoid.

**Responsibility:** These tour programs are operated by Mayflower Cruises & Tours, Inc. 650 Warrenville Rd. Suite 500, Lisle, IL 60532. In common with other companies, Mayflower acts only as an agent for Tour Members in arranging room accommodations, transportation, sightseeing, admissions and restaurants. Mayflower reserves the right in its sole discretion to make changes in the itinerary and is not responsible for expenses, loss of time, money or other occurrence resulting from a change of tour scheduling made for Tour Members. Mayflower reserves the right to accept, decline or retain any person as a member of the tour, and is not responsible for any losses or damages of personal property, or for injuries, expenses or damages incurred by any Tour Member.

### United States Tour Operators Association

**\$1 Million Travelers Assistance Program:** Mayflower Cruises & Tours, Inc., shares the coverage available under the United States Tour Operators Association ("USTOA") \$1 Million Travelers Assistance Program with affiliates of Mayflower Cruises & Tours who, as an Active Member of the USTOA is required to post \$1 Million with USTOA to be used to reimburse, in accordance with the terms and conditions of the USTOA Travelers Assistance Program, the advance payments of Mayflower Cruises & Tours travelers in the unlikely event of Mayflower Cruises & Tours bankruptcy, insolvency or cessation of business. Further, you should understand that the \$1 Million posted by Mayflower Cruises & Tours may be sufficient to provide only a partial recovery of the advance payments received by Mayflower Cruises & Tours. Complete details of the USTOA Travelers Assistance Program and a list of affiliates may be obtained by writing to USTOA at 345 Seventh Avenue, Suite 1801, New York, NY 10001, or by email to [information@ustoa.com](mailto:information@ustoa.com) or by visiting [www.ustoa.com](http://www.ustoa.com).

**Tour Activity Level:** Travelers should be in reasonably good health. Please consult your physician for pre-departure health advice.

1. This program has a leisurely pace with minimal activity such as climbing stairs, boarding the motorcoach and walking within the hotels.
2. Average physical activity on this program requires the ability to climb stairs and walk reasonable distances, sometimes over uneven surfaces.
3. A blend of longer and shorter touring days with walking tours. Expect more of the touring to be over uneven surfaces and involve more stairs.
4. Longer touring days with more walking tours mixed with some periods of standing. Expect more of the touring to be over uneven surfaces and involve stairs.
5. A more physical touring experience based on the destination. Involves longer walking tours, on uneven surfaces, may involve inclines, stair climbing, windy or wet conditions at sites and periods of standing. Expect some of the experiences to occur during the evening.

### Payment Information

Listed below is a schedule of deposit and final payment due dates. You will note that the first category includes an optional Travelers Protection Plan (TPP) which is to be paid within five business days after making your reservation. Please see "Travelers Protection Plan (TPP)" section on the next page for further explanation of this benefit.

#### DEPOSIT SCHEDULE: Land tour price up to \$3,500

Land Tour with Air*	Deposit Per Person	Final Payment
With TPP Coverage	\$549	90 Days
Without TPP Coverage	\$250	90 Days

Land Tour Only	Deposit Per Person	Final Payment
With TPP Coverage	\$499	90 Days
Without TPP Coverage	\$250	90 Days

#### DEPOSIT SCHEDULE: Land tour price from \$3,501 and up

Land Tour with Air*	Deposit Per Person	Final Payment
With TPP Coverage	\$599	90 Days
Without TPP Coverage	\$250	90 Days

Land Tour Only	Deposit Per Person	Final Payment
With TPP Coverage	\$549	90 Days
Without TPP Coverage	\$250	90 Days

#### DEPOSIT SCHEDULE: Japan - Land of the Rising Sun; Wonders of Australia and New Zealand

Land Tour with Air*	Deposit Per Person	Final Payment
With TPP Coverage	\$699	90 Days
Without TPP Coverage	\$250	90 Days

Land Tour Only	Deposit Per Person	Final Payment
With TPP Coverage	\$599	90 Days
Without TPP Coverage	\$250	90 Days

#### DEPOSIT SCHEDULE: Wonders of Australia and New Zealand with Post-trip North Island Optional Extension

Land Tour with Air*	Deposit Per Person	Final Payment
With TPP Coverage	\$749	90 Days
Without TPP Coverage	\$250	90 Days

Land Tour Only	Deposit Per Person	Final Payment
With TPP Coverage	\$649	90 Days
Without TPP Coverage	\$250	90 Days

#### DEPOSIT SCHEDULE: Gorilla Trek in Uganda

Land Tour with Air*	Deposit Per Person	Final Payment
With TPP Coverage	\$2,099	180 Days
Without TPP Coverage	\$1,500	180 Days

Land Tour Only	Deposit Per Person	Final Payment
With TPP Coverage	\$1,999	180 Days
Without TPP Coverage	\$1,500	180 Days

Traveler Protection Plan for this tour is managed and administered by Trip Mate. For full coverage and cancellation details, please go to [www.tripmate.com/wpF431G](http://www.tripmate.com/wpF431G)

### Refund and Cancellation Policy

Payments for land and air arrangements (less the deposit amount) will be refunded when cancellations are received prior to the final payment due date noted above. Deposits are non-refundable unless the optional Travelers Protection Plan (TPP) is purchased at the time of booking. When the optional Traveler Protection Plan is purchased and it is necessary to cancel your reservation, you will be refunded all payments, including the deposit amount, less the TPP premium. Excludes Gorilla Trek in Uganda where any refund requests will be handled by Trip Mate. For full coverage and cancellation details, please go to [www.tripmate.com/wpF431G](http://www.tripmate.com/wpF431G) \*Exception: If you purchase non-refundable airline tickets from Mayflower Cruises & Tours, the TPP does not provide a refund for the airline tickets in the event of a cancellation or a return transportation benefit if you must return home early. You will be charged the TPP premium for the land tour only. Any changes made to the reservation after final payment that alters the tour itinerary will result in cancellation charges as listed below. If you have purchased the Travelers Protection Plan, the premium will be applied to offset the cancellation charges.

Should you choose not to purchase our TPP, the following per person cancellation charges will be assessed for all tours and optional excursion costs:

- 91 days or more prior to departure: Deposit Amount is non-refundable
- 90 to 45 days prior to departure: 20% of total tour
- 44 to 15 days prior to departure: 30% of total tour
- 14 to 1 day prior to departure: 50% of total tour
- Day of departure or early departure from tour: 100% of total tour
- No refund on unused portions of the tour

#### For Gorilla Trek in Uganda

Should you choose not to purchase our TPP, the following per person cancellation charges will be assessed for all tours and optional excursion costs:

- 181 days or more prior to departure: Deposit Amount is non-refundable
- 180 days to day of departure- 100% of Tour cost
- No refund on unused portions of the tour

#### Exclusions for the Cancellation Fee Waiver

Mayflower Cruises & Tours reserves the right to alter its Refund and Cancellation Policy when a substantial amount of cancellation or postponement of travel is attributable to: conditions resulting from an act of God, natural or man-made disaster, fire, government action, civil disorder, war, hostilities between nations, or unavailability of transportation through no fault of Mayflower Cruises & Tours.

#### Tour Price Includes

All motorcoach transportation noted in the tour itinerary, round trip airport transfers on the tour departure and return dates (only) if air is purchased through Mayflower, services of the Tour Manager and driver, lodging, sightseeing, taxes, admissions, gratuities for waiters at included meals, as well as Mayflower Money. Included meals are clearly noted in the touring description. Air transportation is available upon request, at additional cost for all tours.

#### What is Not Included on the Tour

The land price of your tour does not include airfare to the tour departure point; any inter or intra-country air; airline luggage charges; items of a personal nature; meals not included on the itinerary; sightseeing attractions listed as "optional excursions" and gratuities to the full time Tour Manager, motorcoach driver, all airport skycaps, van or limo drivers, local guides. Transfers between airport and hotel are not included unless you purchase air from Mayflower and travel on tour dates. Baggage fees assessed by the airlines are not included in the air price if you purchased air from Mayflower Cruises & Tours.

#### Airline Security Measures

The Transportation Security Administration requires that travelers provide their name exactly to their airline as it appears on their passport to be used while traveling, along with their date of birth and gender when making reservations to fly from the U.S. When making your flight reservations through Mayflower Cruises & Tours, you will be asked for this information by our staff. Due to airline security measures, your passport must match your airline ticket name and your tour reservation name or you may be denied aircraft boarding.

#### Passport & Visas

Each U.S. citizen must have a valid passport. Expiration date of passport should be at least six months after the return date of the tour. If you don't have a passport, call our office and we'll tell you how to apply for one. Some countries require visas for entry by U.S. citizens. We will send instructions for visa applications if a visa is required for your tour. Holders of non-U.S. passports should contact their nearest consulate and inquire about the necessary passport or visa documentation required for entry into the countries visited. Visa fees and cost of obtaining a visa are not included in the tour price and is the responsibility of the traveler.

#### Medical Requirements

Many countries have immunization requirements. Some countries require foreign visitors to have valid medical insurance on entry. Requirements vary by country and can change. Please check with your travel professional or call our office for details on which tours need these requirements. Specific instructions will be sent to you at 90 days prior to departure if your tour requires these conditions. Mayflower Cruises & Tours cannot be liable for delay or denial of entry due to missing documents.

#### Itinerary Changes

There may be times when we may have to alter the scheduled itinerary, cruise vessels, hotels, shore excursions etc. due to weather conditions or conditions on the river in regards to water levels, locks, or other delays. Any changes in the itinerary due to these conditions will not result in eligibility for a refund. All itineraries are subject to change without prior notice and may need to be altered due to water level and other weather conditions.

#### Travelers Protection Plan

Our Travelers Protection Plan consists of a Cancellation Fee Waiver combined with Travel Insurance Benefits.

#### Part A - Cancellation Fee Waiver (CFW)

Should you have to cancel your tour or interrupt your tour en-route, we offer a non-refundable Travelers Protection Plan (TPP) in our deposit schedule. This non-refundable fee waives all cancellation fees and penalties, provided we are notified of the cancellation one day before your tour departs. While on tour, if a passenger must leave early due to a personal illness, illness or death of a member of the immediate family, the purchase of the Travelers Protection Plan (TPP) guarantees full refund for any unused services (including purchased optional excursions) after the departure of the tour. Handling of return air transportation is included if your airline tickets were provided by Mayflower Cruises & Tours.

\*Exception: If you purchased non-refundable airline tickets from Mayflower Cruises & Tours, the TPP does not provide a refund for the airline tickets in the event of a cancellation or a return transportation benefit if you must return home early. You will only be charged the TPP premium for the land tour instead of the premium for land tour with air (certain exclusions apply and are detailed in the Description of Coverage Brochure).

#### Part B - Travel Insurance Benefits

In addition to the Part A - Cancellation Fee Waiver, this plan also provides the following travel insurance benefits. These Part B Benefits are offered and administered by Trip Mate, Inc., are underwritten by the insurance carriers listed below and are subject to the terms, conditions and exclusions of the policy:

- \$25,000 Accidental Death & Dismemberment
- \$2,800 Travel Delay (Up to \$200 Per Day for up to 14 days)
- \$25,000 Medical Expense/Emergency Evacuation
- 24 Hour Worldwide Assistance Service
- \$2,000 Baggage / Travel Documents
- \$500 Baggage Delay (Up to \$100 Per Day)

Certain exclusions and limitations apply and are detailed in the Description of Coverage Brochure which will be enclosed with your deposit receipt and is also available to you, upon request, at any time prior to your purchase of the plan. For example, coverage does not apply to: suicide, normal pregnancy, war or any act of war, mental or nervous disorders. A Traveling Companion is defined as a person or persons with whom you have coordinated Travel Arrangements and intend to travel with during the trip. Sickness or Injury must require care by a Physician and must commence while insurance is in force for you. This plan does not cover a loss that results from an illness, disease, or other condition (of you, an Immediate Family Member, Traveling Companion or Business Partner), event or circumstance which occurs at a time when this plan is not in force for you.

Part B Travel Insurance is underwritten by United States Fire Insurance Company, Eatontown, NJ.

For complete details on the protection plan refer to the Description of Coverage Brochure enclosed with your deposit receipt. They are also available to you online at [www.tripmate.com/wpF431M](http://www.tripmate.com/wpF431M).

Important! The Travelers Protection Plan must be purchased by the time of initial payment and may not be purchased at a later date. Not valid for residents of New York State.

