

# FAQ (Frequently Asked Questions)

Most of the questions you have regarding your tour can be answered by reading through this brochure. Knowing as much as you can beforehand will enable you to enjoy your tour experience to the fullest. The terms and conditions of your travel arrangements are controlled by the Tour Contract, starting on page 68, and it is necessary that you read through the next three sections (FREQUENTLY ASKED QUESTIONS, PHYSICAL CONDITION GUIDELINES, and the TOUR CONTRACT) prior to making your reservation.

## ***When should I make my Reservation?***

For the best price and choice of dates, we suggest making reservations as soon as you decide on a tour/date.

## ***Are Visas or Inoculations required for U.S. Citizens?***

No visas or inoculations (shots) are required for passengers carrying a U.S. passport.

## ***Are Visas or Inoculations required for Non-U.S. Citizens?***

Before making a deposit, Non-U.S. citizens must ask their embassy or consulate which visas and inoculations they will need for each of the countries they will visit. It is your responsibility to determine which visas or inoculations are required and to obtain them before your departure. Cancellations due to the inability to obtain proper visas or inoculations will be subject to the Image Tours "Cancellations" policy.

## ***What Age do Children need to be to go on these tours?***

Children under eight (8) years of age are not accepted on our tours because it is difficult to keep them entertained on the motor coach, and this may impact the enjoyment of other tour members. Children between the ages of 8 and 17 must be accompanied by an adult. If the accompanying adult is not the child's legal guardian, the legal guardian must sign the Reservation Application and provide a notarized consent form for the child.

## ***Are there any Discounts for Children?***

Unless you are informed otherwise at the time you make reservations, children who will be ages 8 through 17 at time of departure and will share a room with at least one legal guardian are entitled to a \$250 discount. No children discounts apply to extensions, optional excursions, or any other additional costs.

## ***Do the Hotel Rooms have Private Bathrooms?***

All rooms have a private bathroom with a shower and/or bathtub, toilet, and sink.

## ***What is the difference between a Double and a Twin Room?***

A "double" room consists of one double bed.

The European "twin" room consists of two twin beds made up separately, placed side by side, and sharing the same headboard. In some hotels it may not be possible to separate these twin beds. Image Tours can request "twin" or "double" accommodations, but some hotels do not offer the choice or guests may not always receive their preferred choice due to limited allotments.

## ***Are Triple Rooms offered?***

If available, triple occupancy rooms are the same per person price as double occupancy. "Triples" usually consist of a double bed or two twin beds, with a folding bed, cot, or rollaway for the third person. Be aware that this may not be comfortable for three adults. If a triple room is not available, one double plus one single room may be substituted and the single supplement will apply.

## ***Are Single Rooms offered?***

Single rooms are on request and Image Tours may decline an application for a single room without explanation. If a single room is confirmed, a single supplement will apply. The applicable single supplement for each tour can be found in the "Dates & Prices Guide." Single rooms are often much smaller and not as well located as double rooms. If you have paid the full single supplement and end up sharing a room, you will receive a refund equivalent to the average nightly single supplement. Passengers requesting a single room will be required to provide a signed statement of current medical status, acknowledging the passenger is fit to travel alone, including the signature of a family member as an emergency contact. Please read "Physical Condition Guidelines" on page 67.

## ***Can Image Tours help find a Roommate?***

Image Tours does not offer a room share program and is unable to assist in finding a roommate. If you do not have a roommate, you will need to request a single room. Refer to "Are Single Rooms offered?"

## ***How are Rooms Assigned?***

Room assignments are made by the individual hotels. The location, view and size of the rooms may vary.

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**When will I know which Hotels will be used for my tour?** A list of the tour hotels, along with contact information, will be included with your Trip Documents Packet, which you will receive at least one week prior to departure. For a list of frequently used hotels, see pages 60 and 61. For hotel descriptions and web links, go to [www.ImageTours.com](http://www.ImageTours.com).

**Do the Hotels have Heating & Air Conditioning?** All of our hotels are equipped with central heating. Due to a milder climate, air conditioning is not as widely used in Europe as it is in the U.S.A. Therefore, a number of our hotels in northern and central Europe do not feature air conditioning. For hotel descriptions and web links, go to [www.ImageTours.com](http://www.ImageTours.com).

**What do the Hotels serve for Breakfast?** Breakfasts are commonly served buffet style with a selection of rolls, butter, jam, cheese, cold cuts, coffee, tea, milk and juice. Breakfast buffets usually also include one or more other items, such as cereal, pastries, fruit, yogurt or eggs. Some selections and preparation will reflect the local area.

**What is typical for the included Dinners?** The included dinners are most commonly served at the tour hotel following a prearranged, fixed menu. We work closely with the restaurants to provide a variety of dishes throughout the tour. Unless otherwise advised by your tour manager, beverages are not included with dinners. Although it is not customary in Europe, our hotels make every effort to provide water with dinner, when possible, as a special courtesy to Image Tours' clients.

**May I request Vegetarian, Gluten-free or Diabetic Meals?** If notified in writing at least 75 days prior to departure, Image Tours accepts the following diet requests only: 1) diabetic; 2) gluten-free; 3) vegan; 4) vegetarian with dairy and eggs; or 5) semi-vegetarian (no pork or red meat). Although we will inform the tour manager and the hotels, any dietary requirements remain entirely your own responsibility. Please do not give the tour manager a list of items you may or may not eat. Instead, leave items you may not eat on your plate and order additional items à la carte at your own expense. Image Tours does not forward diet requests to the airlines, but passengers may be able to submit such preferences themselves through the airline website. Image Tours expressly disclaims any responsibility or liability in connection with dietary requirements.

**Is this a Non-Smoking Tour?** Regardless of the policies within the countries visited, the tour manager will adopt a non-smoking policy on the motor coach and during group activities. Although some restaurants in Europe do not designate non-smoking sections, tour participants are also expected to refrain from smoking during breakfasts and group dinners. Image Tours requests non-smoking rooms for all tour participants where possible. In fact, many hotels have converted to only non-smoking rooms and charge a substantial penalty to guests who smoke in a non-smoking room. Image Tours expressly disclaims any responsibility or liability in connection with smoking or non-smoking requirements.

**Do I need to bring Formal Attire?** Comfort is the priority on our tours. There are no occasions that require formal attire, but some clients like to bring one casually elegant outfit to wear for special occasion dinners.

**How often will I need to carry my own Luggage?** At the airports, you will have the use of luggage carts to transport your luggage to the motor coach. At each hotel a porter will take your suitcase (one per person per the Image Tours "Baggage Allowance") up to your room and place it outside your door. Each morning you depart from a hotel, you will place your suitcase in the hallway outside your room and the hotel porter will take it down to the motor coach for your driver to load. Although highly unlikely, there may be a rare occasion on which individual baggage handling is required at a hotel. You must handle your own carry-on luggage throughout the tour.

**Are Airport Transfers included?** On Day 2 and again on the last day of the tour, one scheduled group transfer between the airport and the hotel (hosted by the tour manager) is available at no additional cost. Transfer times in each direction are set based on the scheduled flight times of passengers who have purchased the complete "Tour & Air Inclusive" package from Image Tours. Passengers who purchase "Tour Only" from Image Tours should expect to make their own way between the airports and the hotels at their own expense, but are welcome to join the complimentary transfer if the passenger's actual flight time coincides with the group transfer time. Book early morning arrivals and afternoon return departures for the best chance to join the group transfer. If you are unable to join the group transfer due to schedules, flight delays or for any other reason, you will need to make the transfer on your own, and the entire cost of this

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transfer will be your responsibility. Under no circumstance will Image Tours be held responsible for any portion of the cost of these transfers. As you consider travel protection plans, check if travel delay coverage is included. Pre- and post-tour extensions do not include transfers.

### **Where do I Meet the Tour Manager?**

For the scheduled group airport transfer, the tour manager will be waiting at an assigned Meeting Point inside the arrival airport in Europe. "Arrival Instructions," including the Meeting Point location and time, are provided with the Trip Documents, which you will receive at least one week prior to the tour. Please review this information before your departure.

**Will the Tour Manager accompany us throughout the entire tour?** Generally, the tour manager who accompanies the group arrival transfer to the first tour hotel, will be the same tour manager who will accompany the entire tour.

### **Are Tips for the Tour Manager & Driver included?**

The tips for the tour manager and driver are not included in the tour price. This allows you to express your level of appreciation for their contribution to your overall enjoyment of the tour. Depending on the level of service you feel they provided, an average tip is \$4 per person, per day, to each the tour manager and driver. Tips should be paid in the local currency. Tipping envelopes are provided with the Trip Documents.

### **Are Tips for Other Services included?**

Tipping is included for all services that are pre-arranged by Image Tours, such as hotel staff, restaurant staff and other services that are included in the tour or in the optional excursions. Generally, if anyone who provides a pre-arranged tour service is just doing their job, you need not tip. On the other hand, feel free to tip any personnel who is extra helpful or goes beyond expectations. When you purchase beverages or receive water service with dinner, it is polite to include a tip of at least 50 cents. During independent meals, the general rule at restaurants in Europe and the British Isles is 5% to 10% depending on level of service.

### **When do I pay for the Optional Excursions?**

Unless noted otherwise in the optional excursion description, you pay for the optional excursions once you are on the tour. See page 47 for optional excursion payment instructions and see pages 48 through 51 for a list of optional excursion descriptions.

**What Time does the tour group usually Depart and Arrive at the Hotels?** On most days, the tour will depart from the hotel between 8:00 a.m. and 9:00 a.m. and will arrive at the hotel between 5:00 p.m. and 6:00 p.m.

### **How much Free Time will I have?**

When you make a sightseeing stop, your tour manager will typically indicate points of interest while on the motor coach and/or with a walking tour, followed by 45 minutes to 2 hours for independent sightseeing, depending on the location. You may forego a walking tour if you prefer more independent time.

### **How much Time will I spend on the Motor Coach?**

Our tours are planned so that the average time on the motor coach between stops is 1½ to 2 hours. For more specific times, consult the "Travel Time" section of your tour on our website at [www.ImageTours.com](http://www.ImageTours.com).

### **Is there a Bathroom on the Motor Coach?**

Although motor coaches are usually equipped with an enclosed portable toilet, you are asked to limit its use to emergencies only, due to infrequent access to disposal sites. Frequent sightseeing and rest stops will be made in order to allow for a comfortable traveling experience.

### **Do the Motor Coaches have Heating & Air Conditioning?**

All our motor coaches are equipped with heating and air conditioning. Due to stringent pollution prevention laws, the motor coaches must turn off their engines (which also turns off the heating and air conditioning) when at a standstill (for example, while parked or waiting at a light). On warmer days when air conditioning is in use, the temperature on the motor coach tends to be about 10° lower than the outside temperature. For instance, on an 80° day the temperature on the motor coach will be about 70°.

### **How are Seats Assigned on the Motor Coach?**

Seating on the motor coach will be assigned by a rotation system. Out of fairness to all passengers, we do not accept special motor coach seating requests for any reason and expect full participation in the rotation system.

### **May I request Airline Seat Assignments?**

Some airlines or flights do not allow for seat assignments until check-in. If the airline does allow pre-assigned seats, you may request seat assignments through the airline website, after final payment and after tickets have been issued. Please note these seat assignments may be canceled by the airline due to schedule or equipment

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changes, and it is recommended that you reconfirm seat assignments 25 days prior and again a few days prior to departure. Any fees charged by the airlines for pre-assigned seating are not included in the tour price and must be paid directly to the airlines.

### **May I record Frequent Flyer information?**

If you are a member of a frequent flyer club and if the airline offers miles on tickets issued by Image Tours, it is your responsibility to make sure that you are credited your mileage. The best way to do this is through the airline website. Image Tours recommends you record your air ticket number and keep your boarding passes even after you have returned so you can provide proof of travel to the airline in the event of any problem. Image Tours cannot provide copies of tickets or ticket numbers after travel is completed.

### **Is it possible to Extend the Stay?**

Early departures, later returns, and pre- or post-tour extension accommodations must be requested at the time you make your tour reservation and before your deposit is posted. These requests will be subject to availability of air and hotel space. For air deviation fees, hotel prices and additional information about extensions offered by Image Tours, refer to the "Dates & Prices Guide" insert or ask your travel agent.

### **Will any credit be available for Unused Tour Nights?**

Tour prices are based on full group utilization of the hotel rooms and services. No credit or refund will apply for unused tour nights or services. You may leave the tour at any place on the itinerary after communicating your plans to the tour manager. You may only rejoin the tour at one of the overnight hotels.

### **What if I need to Return Home Early?**

Air tickets are subject to change fees and you may need to purchase a one-way air ticket for returns within 7 days of departure or for a different flight itinerary. If you must return early for a medical reason, obtain a statement from the attending physician. If you have purchased a travel protection plan, this documentation will be required to make a claim and may help reduce airline change fees.

### **How can I use my Cell Phone during the tour?**

Contact your cell phone provider about short term international data and calling plans. If you have a smart phone, the WhatsApp is a cost-free way to communicate with other smart phones. If you will use your phone for photos, consider increasing your memory and taking a USB battery.

### **What happens if I Arrive Late at a departure point?**

At each stop, write down the meeting time and the name of the cross streets or landmark near your meeting point so you can ask for directions in case you get lost. In the unlikely event that you do not arrive at a meeting point on time, proceed to your hotel by way of a taxi, train or bus. This will be at your own expense. If you need to do this, you can ask police, bus drivers, train station or tourist office personnel for assistance. Always carry your passport and a copy of your Overnight Schedule with you!

### **What happens if I Lose an Article?**

Neither Image Tours nor any company contracted through Image Tours shall be responsible for articles lost, stolen, left behind, confiscated or damaged. Such articles are rarely retrieved. We recommend you check to ensure you have all your possessions each time you leave a motor coach, hotel, restaurant, shop, and on all other occasions throughout your tour. Out of consideration for your fellow travelers, do not ask the driver/tour manager to wait or turn back to retrieve a lost article. Locating the owner of a "lost and found" item, brought to the attention of Image Tours, will be more likely if the owner reports the loss to their tour manager immediately. Upon receipt of payment for the shipping and handling (on average \$75 per item) Image Tours will attempt to ship the item, with all retrieval and shipping costs being the responsibility of the owner, even when unsuccessful.

### **How can I get Addresses of fellow Travelers?**

Image Tours respects the privacy of their tour participants. If you wish to contact fellow tour participants after the tour, be sure to ask them for their names and addresses during the tour. Image Tours will not be able to provide you with this information.

### **What is the Weather like in Europe?**

The weather in Europe, like that in most places, is unpredictable. While planning your wardrobe, imagine that you are planning a trip through the U.S.A. Season for season, the climate of the midwest is comparable to western and central Europe, and the climate in our southern states is comparable to southern Europe. Even in the summer, bring that warm sweater and a raincoat. Conversely, during fall and winter, you may experience some warmer temperatures. Enjoying the sights, sounds and smells of Europe is in no way bound by seasons or the weather. So, whether guided by your calendar, or by your pocketbook, pick the season that suits you best and capture the fun and enjoyment of an Image tour ... in any season!

# Physical Condition Guidelines

## **Tour Pace and Walking Requirements:**

The pace of the tours featured in this brochure is considered 'ACTIVE'. Due to limited access for motor coaches to enter town centers, a fair amount of walking, commonly three to four miles per day, is required to take in the old world charm and sights. Consequently, these tours are a good fit for persons who can comfortably walk a mile in less than 30 minutes without shortness of breath or other physical discomfort.

## **What if I am unable to keep up during the Tour?**

If you are unable to keep up with the group, the tour manager will ask you to refrain from group activities and it will be your responsibility to be at the designated meeting point, at the stipulated time. If you have to purchase a refreshment in return for a place to sit or take a taxi to get to the meeting point, this will be at your own expense.

**The Motor Coach is Not Accessible During Free Time or Sightseeing Stops:** During free time and at sightseeing stops, all passengers must exit the motor coach. Staying on the parked motor coach is **not** an option.

## **Physical Assistance:**

Tour and hotel personnel will not be available to lift or physically assist you at any time. If you require any type of support, you must bring a capable travel companion who can comfortably help you keep up with the pace of the tour. With an average of 40 participants, it is not possible for the tour manager and/or the motor coach driver to provide repetitive, special attention to any one tour member. The tour manager may ask a passenger to leave the tour if that passenger is unable to keep up with the pace of the tour to the extent that it impedes the safety or overall enjoyment of that passenger or other tour members. In the event a passenger is asked to leave the tour, all resulting costs will be solely that passenger's responsibility.

## **Wheelchairs or other Walking Devices:**

Image Tours does not recommend these tours for passengers who require the use of a cane, walker, wheelchair or other walking assistance device, or for passengers who are considering the use of a walking assistance device while they travel. If this applies to you and you still decide to make a reservation request, please note the following:

- 1) A walker or similar walking assistance device is not practical or safe on the tour due to motor coach entrances, uneven sidewalks, and cobblestone streets. You will need to leave it home and bring a wheelchair. If you regularly use a cane and feel confident that you will have no difficulty sturdily and comfortably walking a mile in less

than 30 minutes (including steps), Image Tours still recommends bringing a wheelchair for back up.

- 2) You must be able to manage the steps of the motor coach independently. In Europe, the laws do not require motor coaches to be equipped with ramps/lifts, or hotels to offer provisions for the physically challenged. Please do not expect these facilities on our tours.
- 3) You must bring your own manual, folding wheelchair. Motorized wheelchairs are not allowed on the tour.
- 4) You must bring a capable travel companion (Image Tours recommends traveling with two or more capable companions for greatest success) who can confidently push the wheelchair and assist you in any way necessary to comfortably keep up with the tour pace.
- 5) At time of reservation you must obtain, complete and return a 'Request to Bring a Wheelchair' form (provided by Image Tours), signed by both you and your traveling companion(s). Requests will be subject to Image Tours' approval and availability of storage space. If the request is received after deposit and declined by Image Tours, the applicable cancellation penalties will apply.
- 6) The charge to store a wheelchair under the motor coach during the tour is USD \$10.00 multiplied by the total number of tour days. This amount is to be paid with final payment for the tour.
- 7) Make sure you and your travel companion feel confident using a wheelchair outside your home before making a reservation. Passengers who are not comfortable using a wheelchair on a daily basis before the tour tend to be unable to successfully complete the tour. No credits or refunds will apply for missed sights, tour features, wheelchair storage fees or optional excursions. Additional costs to keep up with the tour or return home early will be entirely the tour participant's responsibility.

## **Oxygen or other Medical Devices:**

Oxygen tanks will not be permitted on the motor coach. Due to higher elevations and the tour's active pace, clients dependent on oxygen assistance devices should not take these tours. CPAP and other medical devices must fit within the "Baggage Allowances" for the tour. Under no circumstance does Image Tours, the airlines, the motor coach company, the tour manager, the hotels or any other service provider accept any responsibility or liability in connection with medical conditions, medical devices or any electronic devices.

## **Geographical Elevations:**

Highest expected elevations, based on usual tour routings, are stated above the map for each itinerary and in the "Optional Excursions" descriptions. Image Tours accepts no liability for inaccuracies or variations.

# Tour Contract

**General:** Upon full payment of the tour price by the participant, Image Tours, Inc., 2828 Kraft Ave. S.E., Grand Rapids, MI 49512, Ph: 616/957-1010, Fax: 616/957-0103, hereinafter referred to as Image Tours, agrees to secure the services specified in this brochure, subject to the terms, conditions and limitations contained in this contract. The participant agrees that if there are any corrections or changes, the correct information will prevail.

**Included:** Consult "Included Features" on pages 8 and 9 and the itinerary for each tour.

**Not Included:** All costs not included in "Included Features" on pages 8 and 9, for example, fees and charges for laundry, beverages (except coffee, tea or milk with breakfast or when expressly specified), travel protection plans, insurance, optional excursions, passports, visas, inoculations, postage, phone calls, any items of a personal nature, or any other items or services the inclusion of which has not been expressly specified in this brochure. Also not included are any fees associated with (or in connection with) air transportation, including but not limited to seat assignment fees and baggage fees.

**Airlines, Tour Managers, Drivers, Accommodations:** Image Tours strives to coordinate a pleasurable and memorable trip for all of its customers, but it must be remembered that all aspects of the tour, including but not limited to travel, accommodations and services, are furnished by independent companies which are not under the direct control of Image Tours.

**Driver/Tour Manager:** As a general rule, Image Tours secures both a driver and a tour manager for each tour. Under certain circumstances, Image Tours may have the driver double as the tour manager.

**Itinerary Deviations:** Due to special circumstances (including but not limited to holidays, special events, seasonal schedule changes, weather, safety considerations, traffic delays and itinerary adjustments), some sights and stores may have reduced hours or may not be available. Under such circumstances or toward the improvement of the tour experience, Image Tours and the tour manager reserve the right to make changes in the itinerary or sights, at their sole discretion.

**Physical Condition Guidelines:** You must read the "Physical Condition Guidelines" on page 67 before making a reservation in order to determine if these tours are a good fit for you.

**Reservations:** Image Tours requires a signed Reservation Application and deposit for each participant within one week from the date the participant makes his/her reservation. A signed Reservation Application means that the participant has reviewed this Tour Contract and agrees to abide by its terms and conditions. Each participant must provide his/her signed Reservation Application and a non-refundable deposit of \$250 per person, plus the Image Tours Travel Protection Plan payment (if purchased), to the travel agency whose name and address appear on the Reservation Application. Full payment is required for new reservations made within 100 days prior to departure.

**Final Payment:** Final payment must be received by Image Tours at least 90 days prior to departure.

Please Note:

- 1) After initial deposit, Image Tours accepts only one payment per person (one agency check, one credit card number or one wire transfer). No split or partial payments will be accepted.
- 2) Image Tours accepts Visa®,

MasterCard®, or Discover when the card holder is a traveler on the same tour and date.

- 3) Up to 90 days prior to departure, the participant's travel agency may, at its sole discretion, accept payment by check, which must be made payable to the travel agency. Within 90 days prior to departure, participant must pay by Visa®, MasterCard®, Discover, or wire transfer.
- 4) Image Tours reserves the right to cancel a reservation for which it has not received payment by the due date, or when a check is returned due to insufficient funds. Cancellation penalties will apply.

**Price Guarantee:** Image Tours will guarantee the Tour Only price after receiving the deposit and completed Reservation Application. Image Tours guarantees the Tour and Air Inclusive price after the reservation is paid in full. In order to guarantee the air price, Image Tours must have the flexibility to issue the air tickets any time after final payment. Subsequently, changes or cancellations after final payment are subject to the Image Tours "Cancellations" policy.

**Air Schedules:** Prices are based on Economy Class fares. Air schedules will be provided after the Tour and Air Inclusive reservation is paid in full and tickets are issued. Some flight schedules require a transfer between La Guardia (LGA) Airport and New York (JFK) Airport. These transfers are not included in the tour price. Image Tours is not responsible for overnight stays or independent transfers occasioned by airline schedules or delays. Airline baggage fees are not included and must be paid at the airport if charged by the airlines. Frequent Flyer Miles, luggage transfer service between flights, and pre-assigned seats may not be available. Air schedules are subject to

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change at any time, and tour participants who cancel due to changes in airline or changes in flight schedule will be subject to the Image Tours "Cancellations" policy. A participant wishing to request a specific schedule, airline, or upgrade must ask his/her travel agent to check the cost and availability prior to final payment. The participant will be responsible for any price increases, change fees, penalties, and airport/hotel transfer costs, as applicable. A participant should always check with his/her travel agent before purchasing an air ticket from another source. Image Tours does not recommend issuing air tickets until 75 days prior to departure. Image Tours shall not be held liable for any fees, costs or penalties incurred for tickets purchased through another source, regardless of the reason.

**Airport Transfers:** Refer to "Are Airport Transfers Included?" on page 64.

**Change Fees:** After Image Tours receives the deposit, all changes, including but not limited to departure/return date (when the tour date remains the same), departure/return city in U.S., arrival/return city in Europe, "Tour & Air Inclusive" to "Tour Only" and vice versa, and spelling of participant's name, are subject to availability and acceptance by Image Tours. Changes must be submitted in writing, and if confirmed by Image Tours, the following change fees will apply, in addition to any applicable increase in participant's price:

- 1) Prior to final payment, \$100 per person.
- 2) After final payment, all changes are considered a cancellation and a new booking and are subject to the Image Tours "Cancellations" policy.

**Note:** **Tour changes** (to a different tour date or itinerary), or **name changes** (substitutions) are always considered cancellations/new bookings and are subject to the Image Tours "Cancellations" policy.

**Cancellations:** Image Tours must receive written notification of cancellation. The date such notification is received by Image Tours will determine the applicable cancellation penalties. The following cancellation penalties apply and will be retained by Image Tours:

- 1) More than 80 days prior to participant's scheduled departure date,
  - a. Prior to final payment, \$250 per person.
  - b. After final payment, \$250 per person plus all costs associated with the air transportation.
- 2) From 79 days to 1 day prior to participant's scheduled departure date,
  - a. Without a medical statement, 50% of the tour price plus all costs associated with the air transportation.
  - b. With a valid medical statement (see "Medical Statement Requirements"), 25% of the tour price plus all costs associated with the air transportation.
- 3) Scheduled departure date and after, no refund.
- 4) No refund will be issued for any unused portions of a tour.

**Note:** In case of cancellation by one of two persons sharing a room, a change to a single room for the remaining participant is subject to availability and confirmation by Image Tours. In most cases, it will not be possible to confirm a change to a single room within 50 days prior to departure. If Image Tours is able to confirm a single room, the remaining participant must pay the applicable single supplement. Also refer to "Are Single Rooms offered?" on page 63.

### Travel Protection Plans:

For coverage of cancellation penalties or missed days of the tour due to covered reasons, Image Tours highly recommends purchasing a

travel protection plan. Please note that many health insurance providers do not cover customers while traveling outside the USA. Look for travel protection plans that include coverage for travel accident and sickness, as well as luggage. Ask your travel agency for travel protection plan options or consider the Travel Protection Plan offered by Image Tours (see page 75). After purchase, the Travel Protection Plan is non-refundable.

### Medical Statement

**Requirements:** To be eligible for the refund provision under section 2) b of "Cancellations," it is your responsibility that Image Tours receives a valid medical statement, deemed acceptable to Image Tours, within six weeks of the date you were scheduled to leave. Otherwise, your cancellation will be processed in accordance with section 2) a of "Cancellations."

**A valid medical statement must meet all the following criteria:**

- 1) A copy of the completed Attending Physician Statement required by the insurance provider (preferred) or a legible medical statement on the letterhead (including the address and phone number) of an attending licensed physician M.D.
- 2) Signed by the physician.
- 3) State specific dates the passenger is unable to travel. These dates must include the entire duration of the scheduled travel dates.
- 4) State a specific medical reason why the passenger was unable to travel, due to the illness of the participant or participant's travel companion. In case of death of the participant or participant's travel companion, or a member of participant's immediate family, namely spouse, child, brother, sister, parent, in-law, grandparent or grandchild, a copy of the death certificate is required.

# Tour Contract

## Baggage Allowances:

1) Suitcase - Motor Coach Allowance: Each participant is entitled to one suitcase during the tour. The suitcase cannot exceed 62 total linear inches (length + height + width, excluding wheels and handles), cannot exceed 12 inches on the shortest of the three measurements, and cannot exceed 50 lbs. (23 kgs.) in weight. This applies throughout the tour (please be considerate of the drivers and porters) and on your return trip as well (plan for shopping by packing lighter before you leave home). The following are a few examples of common luggage sizes currently on the market that fit the luggage allowances:

28" x 18.25" x 11.25" (57.5" linear)

28" x 21" x 10.5" (59.5" linear)

29" x 20" x 10" (59" linear)

29" x 20.5" x 12" (61.5" linear)

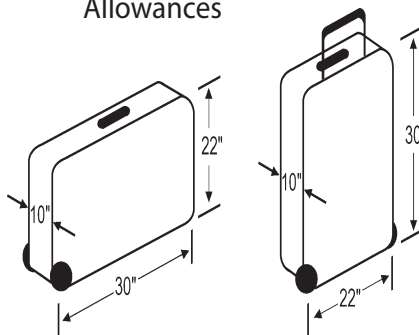
29" x 21" x 11" (61" linear)

29.5" x 22.5" x 10" (62" linear)

Baggage space on the motor coach is limited, and we cannot comfortably accommodate more baggage. In fairness to all passengers, our tour managers are instructed to direct any participant with a suitcase exceeding the allowance to purchase a replacement bag on Day 2 of the tour and to leave the oversized bag behind or ask the hotel to ship it back home, entirely at the participant's own expense. If there is room on the motor coach, the tour manager may allow the oversized luggage, in which case the tour participant must pay the foreign currency equivalent of USD \$10.00 per day to the tour manager at the beginning of the tour. If luggage weighs more than

50 lbs., the tour participant will be required to carry his/her own luggage between the motor coach and hotel room.

## Baggage Size Allowances



2) Suitcase - Airline Allowance:

Airline baggage allowances may differ from the Motor Coach Allowance. Airline baggage fee policies are changing frequently and are inconsistent between carriers. Airline baggage fees are not included and, if charged, the passenger is responsible to pay any applicable baggage fees directly to the airline at time of check in. To minimize (and possibly avoid) baggage fees, Image Tours recommends you follow the same checked baggage allowance for air travel as outlined for the motor coach (#1 of this section), namely one suitcase not to exceed 50 lbs. and 62 linear inches.

3) Carry-on - Motor Coach/ Airline Allowance:

Each passenger is entitled to one carry-on. The carry-on may not exceed 15 lbs. and must fit in the space under your seat on the motor coach. This space measures 15" x 12" x 7". In addition, each participant may carry a coat over their arm, a camera or small purse over their shoulder, and a magazine or book in their hand. For safety and storage

allowance considerations, wheeled carry-on bags are **not** suitable. You will **not** be able to store your carry-on in the suitcase compartment under the bus, during the tour.

## Baggage Loss or Damage:

Baggage loss or damage sustained while in the custody of an airline, hotel, bus company, or transfer company is not the responsibility of Image Tours. Airline liability for passengers' baggage is stated on the passenger contract included in the Trip Documents Packet, or a statement can be found on file for inspection at the offices of the airline or on the airline's website. The airline's liability shall in no event exceed the actual loss incurred by the passenger, subject to proof of the amount of the loss.

### **What to do in case of damage or loss by an airline:**

The participant must report the loss or damage immediately (while still at the airport) to the airline in question for two reasons: a) Most airlines require immediate claims or they will not accept them. b) Insurance companies have the right to void any claim that is not reported immediately.

### **Responsibility of the Airlines:**

The airlines are not held responsible for any acts, omissions, or events during the time the passengers are not on board their aircraft or conveyances. The passenger's contract in use by the airlines, when issued, shall constitute the sole contract between the airline and the passenger. Any and/or all transportation companies shall have or incur no responsibility for liability to any traveler aside from their liability as common carriers. Services performed and tickets issued by the air carrier are subject to rules and regulations relating to liabilities established by the Warsaw and Montreal Conventions and the terms and conditions of the airline contract.



# Tour Contract

## **Hazardous Materials Notice:**

Federal law forbids the carriage of hazardous materials aboard aircraft in your luggage or on your person. A violation can result in five years' imprisonment and penalties of \$250,000 or more (49 U.S.C. 5124). Hazardous materials include explosives, compressed gases, flammable liquids and solids, oxidizers, poisons, corrosives and radioactive materials. Examples: paints, lighter fluid, fireworks, tear gases, oxygen bottles and radiopharmaceuticals. There are special exceptions for small quantities (up to 70 ounces total) of medicinal and toilet articles carried in your luggage and certain smoking materials carried on your person. For further information, review the prohibited items webpage on the TSA website: [www.tsa.gov](http://www.tsa.gov).

## **Cancellation by Image Tours:**

Image Tours reserves the right to cancel a tour at any time for any reason, and its liability shall be limited to a refund in full of only those moneys it has received from or on behalf of the participant. If the air ticket is purchased through any source other than Image Tours, it is the purchaser's responsibility to become familiar with the penalties and restrictions. In the event of a cancellation or date change, Image Tours shall not be held liable for any penalties incurred from the cancellation or change of the air ticket. Therefore, we recommend tickets not be issued until 75 days or less prior to departure. Cancellations by a group, due to insufficient group participation or for any other reason, will be subject to the Image Tours "Cancellations" policy.

**Responsibility:** Image Tours, Inc., its employees, shareholders, subsidiaries, affiliates, officers and directors (collectively "Image Tours") does not own or operate any entity which is to provide or does provide goods or services for your trip,

including, for example, lodging facilities, transportation companies, local ground handlers, tour operators, food service or entertainment providers, etc. As a result, Image Tours is not liable for any negligent or willful act or failure to act of any such person, or of any other third party not under its control. Without limiting the foregoing, Image Tours accepts no responsibility for any risk or resulting injury, delay, inconvenience, damage, or death which results from criminal activity, accidents, disease, epidemics or the threat thereof, illness, the provision of inappropriate or no medical attention or the lack of access to same, the demands of indoor or outdoor activities, strikes, political or civil unrest, overbooking, structural or other defective conditions in hotels or other lodging facilities, acts of terrorism or the threat thereof, insurrection or revolt, weather, acts of God or any other events or circumstances beyond its control. In addition, Image Tours is not responsible for typographical or substantive errors in descriptions of hotels or programs.

## **Travel Advisories and Warnings and Health Alerts:**

It is the responsibility of the traveler to become informed about current travel advisories and warnings. Refer to the U. S. State Department's travel website at [www.travel.state.gov](http://www.travel.state.gov) or call 1-888-407-4747. For health alerts, refer to the Centers for Disease Control website at [www.cdc.gov](http://www.cdc.gov) or call 1-800-232-4636.

## **Traveler's Representation:**

The traveler represents that neither he nor she nor anyone traveling with him or her has any physical or other condition or disability that could create a hazard to himself or herself or other members of the tour. Image Tours reserves the right to decline, to accept or retain any person as a member of the tour at

any time prior to departure, or in the course of the tour, should such participant's health, mental condition, physical infirmity or general deportment impede, in Image Tours' judgment, the operation of the tour or the rights, welfare or enjoyment of other tour participants, and all resulting costs will be the responsibility of the participant.

**Entire Agreement:** Participant warrants that no promises or inducements have been offered for this agreement other than as set forth herein and that this agreement is executed without reliance upon any other promises or representations. No modification, termination or attempted waiver of this Tour Contract shall be valid unless in writing and signed by the participant and an officer of Image Tours.

## **Arbitration Agreement:**

Any controversy or claim arising out of or relating to this Tour Contract, to the brochure or to any information relating in any way to the trip, or to the tour itself, shall be settled solely and exclusively by binding arbitration in Grand Rapids, Michigan in accordance with the then existent commercial rules of the American Arbitration Association. In any such arbitration, the substantive (but not procedural) law of Michigan shall apply. The arbitrator and not any federal, state, or local court or agency shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, enforceability, conscionability or formation of this contract, including but not limited to any claim that all or any part of this contract is void or voidable.

**Payment to Image Tours, Inc., or toward an Image Tours, Inc. tour, constitutes your acceptance of the Tour Contract as set out here.**

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# 2017 RESERVATION APPLICATION

(Fill out a separate application for each traveler. Duplicate form is on reverse side)

NAME OF TOUR: \_\_\_\_\_  TOUR & AIR  TOUR ONLY

TOUR DEPARTURE DATE: \_\_\_\_\_ DEPARTURE CITY: \_\_\_\_\_

EARLY DEPARTURE/LATER RETURN/EXTENSION REQUESTS (please indicate extension hotel requests, if applicable): \_\_\_\_\_

- A Reservation Application and signature is required for **EACH** person traveling (duplicate form on reverse).
- Type or print **name exactly** as it appears/will appear **in your passport**. Yes, we do need the Birth Date for each participant.

NAME: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
(as appears in passport) (First Name) (Middle Name) (Last Name)

ADDRESS: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
(No. & Street) (City) (State) (Zip Code)

PH: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ EMAIL ADDRESS: \_\_\_\_\_  
(Area Code) (Home) (Alternate) (Optional)

GENDER:  MALE  FEMALE BIRTH DATE: \_\_\_\_\_ PLACE OF BIRTH: \_\_\_\_\_  
(Month/Day/Year) (State and/or Country)

CITIZENSHIP (Country): \_\_\_\_\_ PASSPORT NO.: \_\_\_\_\_ EXP. DATE: \_\_\_\_\_  
(Passport must be valid for at least 6 months after return date. You may leave line above blank and advise when you receive your passport.)

NAME OF PHYSICIAN (optional): \_\_\_\_\_ PH: \_\_\_\_\_ / \_\_\_\_\_

EMERGENCY CONTACT: \_\_\_\_\_ RELATION: \_\_\_\_\_ PH: \_\_\_\_\_ / \_\_\_\_\_

ROOMMATE'S NAME: \_\_\_\_\_ ROOM TYPE:  1 DOUBLE BED  2 TWIN BEDS  TRIPLE

SINGLE ROOM - If this box is checked, additional paperwork is required. Please read 'Are Single Rooms offered?' on page 63.

NAME(S) OF TRAVELING COMPANION(S) (if applicable): \_\_\_\_\_

**Travel Protection Plan** (Please check one of the options within this box. The Plan only covers U.S. citizens or residents.)  
Review the "Description of Coverage" at [www.tripmate.com/wpF432i](http://www.tripmate.com/wpF432i)

- I wish to purchase the Image Tours Travel Protection Plan and have included the payment with my deposit.
- I wish to decline the Travel Protection Plan offered through Image Tours, Inc.

Initial to acknowledge you understand that Federal law prohibits the carriage of certain hazardous materials aboard aircraft in your luggage or on your person and could result in a fine. (See "Hazardous Materials Notice" on page 71).

### Please select only one of the following payment options for deposit:

- My payment information is noted with my travel companion's payment information
- Enclosed is my non-refundable deposit (and Travel Protection Plan payment if applicable). Make checks payable to travel agency.
- Please charge \$ \_\_\_\_\_ (only non-refundable deposit and Travel Protection Plan payment) to my Discover/Visa®/MasterCard®

**Important:** For full or final payments, request a Final Invoice for credit card authorization.

Exp. Date: \_\_\_\_\_ Account #: \_\_\_\_\_ CVC# \_\_\_\_\_

Billing Address if different than above: \_\_\_\_\_

**I have read the IMAGE TOURS BROCHURE pertaining to this tour and I understand and accept its contents, including FAQ, Physical Condition Guidelines, and Tour Contract. Tour & Air Inclusive Price is subject to change until paid in full. To view the brochure online, go to [www.ImageTours.com/europebrochure](http://www.ImageTours.com/europebrochure)**

**SIGNATURE OF PERSON TRAVELING:** \_\_\_\_\_

(Please sign full name as it appears / will appear in your passport. If traveler is under 18, legal guardian must also sign.)

**PRINT & SIGN CARD HOLDER'S NAME** (if different than above): \_\_\_\_\_

**I FOUND OUT ABOUT THE TOUR FROM:** \_\_\_\_\_  
(Name of Newspaper, Direct Mailer, specific Website, Internet Search, TV Station, or specify other source)

### TRAVEL AGENT:

PLEASE COMPLETE THE INFORMATION BELOW AND IN THE BOX!

Res ID: \_\_\_\_\_ IATAN #: \_\_\_\_\_

Ph: \_\_\_\_\_ Fax: \_\_\_\_\_

Agent's Full Name: \_\_\_\_\_

Agent's Email Address: \_\_\_\_\_

Travel Agency Name & Address