

Encompasse Tours LLC

Travel Terms and Conditions for club trips, individual and family reservations

The participants, by purchasing travel from Encompasse Tours LLC (d/b/a), heretofore referred to as ENCOMPASSE, respectively, agree they received, read and agree to the terms and conditions set forth below, covering the travel package organized by ENCOMPASSE.

RESERVATIONS: All space is available on a first-come, first-served basis. **Reserve early since many of the popular dates and destinations sell out.** All reservations are considered confirmed once a timely deposit is received. ENCOMPASSE reserves the right to cancel any reservation if deposits or final payments are delinquent. In addition, ENCOMPASSE reserves the right to charge a late-booking fee of \$25 per person if the scheduled departure date falls within 30 days of booking your package.

DEPOSITS/PAYMENTS: As noted on the front of your invoice, an initial per person deposit is required at time of booking. **If your deposit is made by credit card, final payment will be automatically billed to the same card at time final payment is due.** Encompasse will not bill your credit card until your lodging is confirmed. Payment by cash, check, or money order is preferred.

RETURNED CHECKS: Checks for payment of services will be subject to a \$50 fee if dishonored or returned by the maker's bank.

FINAL PAYMENT: Will be due at time stated on your invoice. ENCOMPASSE reserves the right to cancel any reservation delinquent on payment. If late payment necessitates additional charges for Express Mail, Federal Express, or any other additional fees incurred as a result of the former, ENCOMPASSE reserves the right to bill an additional sum not to exceed \$25 per person, pending availability.

RESERVATION CHANGES: A \$25 fee will be assessed for each change made up to 60 days before departure, subject to availability. A \$25 fee *per person* will be charged on each change made between 59 days and departure, subject to availability. Changes inside 60 days include amendments made to passenger name, hotel, resort, departure date, and air or ground transportation and are independent of additional, airline-enforced change fees

CHARGE IT: We honor MasterCard, VISA, Discover and American Express cards as payment for your Tour. Some restrictions may apply. We will require written or faxed approval of charges to comply with local laws and protect the cardholder from credit card fraud. **Your trip is based on a discounted cash price. A nominal convenience fee of 3% will be added to your trip cost when payment is made by credit card.**

HOTELS: ENCOMPASSE reserves the right to make substitutions with hotels of similar or higher ratings. In such cases, however, amenities may not be the same. **EUROPEAN PACKAGES:** Accommodations are based on two persons sharing a twin-bedded room with private bath or shower. Cost for single or triple occupancy rates are available upon request. Single rooms, though assuring privacy, are generally smaller, while triple rooms usually consist of two beds plus a rollaway for the third person.

USA/CANADIAN PACKAGES: Rates are based on stated room occupancy as indicated on your trip package unless otherwise specified.

INDIVIDUAL (NON-HOSTED) PACKAGES: Costs of all package components are specific to the exact language of your invoice.

GROUP AND HOSTED (CLUB) PACKAGES: Passengers not arriving on designated flights, and land-only passengers whose arrivals do not coincide with our group flights must arrange transfers to the resort at their own expense.

ENCOMPASSE TOURS RESERVES THE RIGHT TO CANCEL CLUB TRIPS FOR FULL PARTICIPANT REFUND AT ANY TIME UP UNTIL 60 DAYS PRIOR TO TRIP DEPARTURE.

AIRFARES: All transatlantic and domestic airfares quoted are based on special promotional airfares, or negotiated bulk rates. They are subject to changes in tax and carrier collections. Promotional airfares are not guaranteed until your package is paid in full and/or tickets are issued. If airline or airfare changes occur, the most conveniently scheduled airline will be selected and the most economical airfare will be applied.

EXTENDED STAYS: You may extend your package stay, subject to availability. Extension of any club trip is at your own expense. ENCOMPASSE can make extended stay arrangements (extra days at hotel, transfer to airport, changes of flight schedules, etc.).

CANCELLATION POLICY: From time of initial deposit until time final payment is due (see invoice), cancellations will result in a billing as stipulated on the front of this contract in addition to any non-recoverable monies deposited by ENCOMPASSE on behalf of your confirmation to airlines, hotel, or other supplier. From the time final payment is due (see invoice) until departure (whether your final payment is received or not), cancellations will result in a billing as stipulated on the front of this contract in addition to any non-recoverable monies deposited by ENCOMPASSE on behalf of your confirmation to airlines, hotel, or other supplier. All cancellations must be made in writing, and sent by certified mail. Email is also accepted, but proof of receipt from an Encompasse agent is required. NO REFUNDS WILL BE GIVEN FOR UNUSED PORTIONS OF YOUR PACKAGE. Cancellation fees will differ with the various suppliers (hotel, tour operator, airlines, ski areas and bus or car rental companies) involved.

PROTECT YOUR TRIP INVESTMENT



Embed a link back to the new insurance page created from the gray banner off the homepage.

TRAVEL DOCUMENTS: U.S. citizens require a valid passport for travel to Europe and Canada. Non-U.S. citizens should consult their consulate for the required documents. Ticketing, transportation and other travel documents will be issued approximately 21 days prior to departure but only after full payment has been accepted by ENCOMPASSE. ENCOMPASSE may require that documents for bookings made within 21 days of departure be picked up at the airport or sent via express delivery solely at your expense.

INSURANCE: **Pre-trip Medical, accident, luggage and trip-interruption insurance is strongly recommended and available.**

NOT INCLUDED: Additional Airport taxes levied onsite or after the confirmation of your trip, passport and visa fees, locally assessed municipal sales taxes on rental vehicles, tips to motor coach driver, portage, phone calls, laundry service and items of a personal nature, meals, or other services not specifically shown as included in package features.

AIRLINE RESPONSIBILITY: The carriers concerned are not to be held responsible for any act, omission, or event during the time passengers are not on board their conveyances. The airline passenger tickets, when issued, shall be the sole contract between airline and buyer/passenger of these tickets.

TSA SECURE FLIGHT REQUIREMENTS: **Important notice for all passengers: The Transportation Security Administration (TSA) now requires you to provide your full name, date of birth, and gender for purpose of watch list screening,** under the authority of 49 U.S.C. section 114, the Intelligence Reform and Terrorism Prevention Act of 2004 and C.F.R parts 1540 and 1560. You may also provide Redress number, if available. Failure to provide your full name, date of birth, and gender may result in denial of transport or denial of authority to enter the boarding area. **If you have purchased air tickets with Encompasse Tours, please carefully review the passenger information on your invoice.** TSA may share information you provide with law enforcement or

intelligence agencies or others under its published system of records notice. For more on TSA privacy policies, or to review the system of records notice and the privacy impact assessment, please see the TSA Web site at www.tsa.gov.

If you have purchased airline tickets with Encompasse Tours, we have identified passenger names, along with gender, and dates of birth on your invoice. Passenger information will be conveyed to the airline exactly as it is depicted on this invoice. **PLEASE CAREFULLY REVIEW YOUR INVOICE TO CHECK FOR ANY ERRORS IN NAME SPELLINGS FOR AIR TICKETING PURPOSES AND CONTACT ENCOMPASSE IN WRITING IF CORRECTIONS ARE REQUIRED.**

RESPONSIBILITY: All bookings are accepted on the specific conditions that ENCOMPASSE and/or affiliated or associated companies, agents or subagents act only as booking agents for the passenger in regard to travel--whether by railroad, motor coach, rental car, private car, aircraft, boat or any other conveyance. ENCOMPASSE assumes no liability for injury, damage, loss, accident, delay or irregularity which may be occasioned either by reason of defect in any vehicle or for any reason whatsoever, or through the acts of default or any company or person engaged in carrying out the arrangements of the tour. Neither ENCOMPASSE nor its subsidiaries, etc., here or abroad, shall become liable for loss or consequences due to delay, schedule changes or any cause or irregularity occasioned by cancellation, overbooking, or strikes of airlines, trains, hotels, car rental companies, ground service operators, in addition to force majeure, acts of God, etc. Under these circumstances, no portion of land arrangements will be refunded. ENCOMPASSE or the airlines concerned shall not be liable for the lack of snow or non-operation of ski lifts, closure of access routes to or from resorts due to weather conditions, nor are they liable for the late arrival of passengers at airports or at hotels due to bad weather, nor are they liable for refunds on unused hotel accommodations or meals occasioned by such late arrivals. The passenger agrees that skiing is an inherently dangerous sport, and that any injury or death as a result of the passenger's activities is not the responsibility of ENCOMPASSE. Passenger further agrees it will hold ENCOMPASSE harmless should any death or injury result from the passenger's activities that may occur during the time of travel arranged by ENCOMPASSE.

ENCOMPASSE TOURS LLC IS NOT RESPONSIBLE FOR ANY TYPOGRAPHICAL OR PRINTING ERRORS FOUND IN THIS PUBLICATION. By sending your deposit, you acknowledge that you have read and understand these Terms and Conditions.