



Customized Groups Terms & Conditions



www.BookTravelBound.com · Groups: 800-808-9547 · Groups.TB@gta-travel.com

CONTRACT:

Terms and Conditions for Confirmed Groups are as follows:

These terms and conditions explain a contractual arrangement between you and Travel Bound relating to the group booking. Any group booking made shall be deemed to be an offer by your agency to purchase the relevant accommodations and/or travel products subject to these terms and conditions.

Itinerary

- Your group prices are based upon the exact inclusions as set forth in your itinerary. Therefore, if you should find any discrepancy between your group requirements and the itinerary, please contact us and we will gladly revise your offer.
- Please note that entrance fees are only included if listed on the itinerary.
- Porter service may not be available at all rail stations and airports.
- Porter service is not available at cruise ports; it is the responsibility of the group to arrange with the cruise company directly.
- Air rates are not included in the land confirmation unless specified otherwise. Specific airline terms and conditions will be advised upon confirmation of air if applicable to your group's request.

Confirmation

- Travel Bound group pricing is based upon a minimum group size of 10 paying passengers. Should your group size fall below this minimum, we reserve the right to re-quote your tour based upon F.I.T. pricing and public transfer and sightseeing services.
- Please note that prices are not guaranteed until final payment. Because your quotation is based upon the present rates of exchange, present airfares, airline taxes, airline fuel surcharges, and current contracts, it may be necessary to re-quote your prices prior to final invoicing.

Hotel Accommodations

- All hotels on your itinerary include accommodations with private bath or shower, tax, and service.
- Breakfast at hotels is included where available (please see itinerary for type of breakfast included).
- Where itinerary states "breakfast under own arrangements," breakfast is not included and must be arranged by the group at own expense.
- Please note that if a group requires early checkout from a hotel (usually before 7:30am) there may be a supplement for either serving breakfast in the room or ordering a boxed breakfast.
- Some hotels may not be able to provide breakfast for early departures.
- Porterage service may not be available for late arrivals or early departures.
- All hotel rates are inclusive of fair/exhibition periods if applicable to the timing of the stay.

- During trade fairs and peak period, additional deposits, prepayments, and cancellation deadlines may apply for hotels in certain cities, which will be advised at the time of confirmation.

- Rooming lists must be submitted at least 70 days prior to group's arrival (unless otherwise advised). Failure to do so may result in the release of hotel space.

Transportation

- All methods of land transportation are noted upon the itinerary.
- Please ensure that you submit the arrival and departure transportation arrangements (for example, flight, rail, or cruise itinerary, etc.) to our office so we can coordinate the associated services. If the group is using other means of transportation prior to the commencement of services, please also provide these details.
- Prices are valid only for passengers transferring together on the same vehicle. Supplements will apply for additional transfers required for multiple flight arrival or departure times. **Multiple arrival flights cannot be combined in one transfer.**
- In most locations, coaches have a maximum capacity of 48 passengers. For larger groups, 02 coaches will be required. Any prices quoted by Travel Bound are based on a per-coach basis. If you require other coach sizes, please contact us for prices.
- Coaches have limited capacity for luggage. The majority of coaches hold a maximum of 50 pieces of luggage based on a 48-seater coach size. For this reason, we are unable to offer more than one piece of portage for groups in excess of 25 passengers. Should your group insist on 02 pieces of portage per person, we will supplement the group for the inclusion of a luggage van or additional coach to accompany the group at an additional cost.
- Long-Distance Coach (LDC) refers to a coach and driver that travels with the group. All driver meals and accommodations are included for the duration of this service. Should the group arrange their own accommodations directly, they also have the option of providing for the driver's expenses directly, including accommodations and meals where necessary.
- Long-distance coach drivers will not act as porters but will assist with loading and unloading of luggage from the coach.

Escort / Guide / Assistance Services

- These services are included only where stated on your itinerary.
- In certain areas, local tour guides will be included whether requested or not, due to local guiding laws. For sightseeing services, a guide must be assigned per coach.
- All tour escort meals, accommodations and transportation are included for the duration of this service. Should the group arrange their own accommodations directly, they also have the option of providing for the escort's expenses directly, including accommodations and meals where necessary.

Gratuities

- Gratuities are NOT included in our price unless otherwise stated.
- Please note that gratuities can only be included if we are also providing a full-time professional tour escort who would be responsible for the distribution of all gratuities.
- Tips ensure a good relationship between your group and the relevant local agents and hotels, and will help to ensure that you receive the best possible service. Gratuities are discretionary, of course, and should be based upon the level of service you receive. While the following tipping schedule is accepted presently as the standard gratuity scale in Europe, it need not be adhered to strictly. Larger tips may be provided for excellent service at the discretion of your group.

LOCAL SERVICES	EACH FOR DRIVER, ASSISTANT AND / OR GUIDE:
Coach Transfers:	2.00 USD per person
Half-day sightseeing:	3.00 USD per person
Full-day sightseeing:	4.00 USD per person
Long-Distance Coach Driver:	4.00 USD per person per day (minimum of 60 USD per day)
Tour Escort:	5.00 USD per person per day (minimum of 100 USD per day)

RESTAURANTS:

Lunch:	2.00 USD per person
Dinner:	2.50 USD per person

Land Payments & Cancellation

Deposits & Final Payment

- Upon confirmation of hotels, a **\$500 deposit is due within 72 hours** in order to hold the reserved hotel space; this deposit is fully refundable until 120 days before departure. Space will be automatically cancelled if Travel Bound does not receive this deposit within the deadline advised on your confirmation. Extensions may not be possible.
- Full and final payment is due in our office 45 days prior to the group's departure from the United States.
- Payments not received by assigned due dates are subject to automatic cancellation and forfeiture of all monies paid.
- Payment is accepted by credit card, agency check, money order, or cash.
- In cases where final payment will be made in US Dollars and the tour price is quoted in a foreign currency, we will accept an exchange rate equal to 3% below the current official buyers' rate of exchange as published in *The Wall Street Journal*.

Special-Purchase Deposits

- For services that require advance payment, such as theater tickets and rail tickets, we will request from you a non-refundable deposit in the full amount of the purchase that we will make on your behalf. Theater tickets or similar special purchases will not be made without prior receipt of this deposit.
- In some cases it is required to make a pre-payment to a hotel to secure space. This is common during busy periods and trade fairs and in some cities this is a standard requirement. Travel Bound will not make such payment unless the full amount has been received by the client. Failure to make payment on time may result in hotel space being cancelled and resold by the hotel. Deposit requirements and cancellation deadlines will be advised at the time of confirmation.

Cancellation:

Group Cancellation - Penalties

- Cancellation penalties apply to Land packages in the event of cancellation, as follows:
 - Cancellations made at least 120 days prior to departure = no penalty
 - Cancellations made 45–119 days prior to departure = penalty of \$500 USD (original deposit)
 - Cancellations made 04–44 days prior to departure = penalty of \$500 USD (deposit) plus a minimum of \$200 per person
 - Cancellations made within 3 days of departure = totally non-refundable
- Air penalties will be advised at the time of confirmation.
- Special purchases, once made, are non-refundable.
- By purchasing the tour with Travel Bound, the group will be bound to the terms and conditions as set by Travel Bound.

Individual Passenger Cancellation - Penalties

- Cancellations made by individual passengers, if received within 44 days of departure, will be subject to individual supplier fees.

Late Amendments

- For amendments made within 30 days of departure, an amendment fee may be applied. We will advise the fee amount involved prior to any amendments being made.

Refunds

- Refund claims must be made within 6 weeks of the completion of the tour. Claims made later than 6 weeks after the end of the tour cannot be honored. It is appreciated if a detailed claim is provided in writing.
- Please allow up to 4 weeks to process any refunds or complaints.

Notes Regarding Exchange Rates

- For quotations offered in US Dollars, the rates of exchange are based upon rates of exchange published in *The Wall Street Journal* at the time of confirmation. As *The Wall Street Journal* rates represent the wholesale bank trading rates, and not retail rates available to the general public, these rates are advised as a point of reference only. The actual rate of exchange available to the public (e.g., Travel Bound and your agency), in terms of foreign currency per US Dollars is not this good. Typically, the retail rates give 3% less currency per dollar than the rates in the *Journal*.
- The tour price as confirmed above is based upon the listed exchange rates. In the event of fluctuations in currency of more than three percent, we reserve the right to amend the tour price accordingly.
- In the case of exchange rate fluctuations, we will endeavor (time permitting), to requote your tour prior to sending your final invoice and not later than 60 days prior to departure.
- If you wish to avoid the possibility of an increased quotation rate due to fluctuations in the rate of exchange, you may opt to pre-pay your tour in full upon confirmation.

Limitation of Liability

Under no circumstances shall Travel Bound be liable for any direct, indirect, special or other consequential loss or damage, whether based in contract, tort, negligence, strict liability or otherwise, that arises out of or is in any way connected with the performance or nonperformance by Travel Bound or any supplier, or any accident, death or injury to person or property due to an act or omission by any hotel or other supplier providing or rendering services included in the booking. If, despite the limitation above, Travel Bound or a supplier is found liable for any loss or damage which arises out of or is in any way connected with any of the occurrences described in the limitation above, then Travel Bound and the suppliers' liability will in no event exceed, in total, the amount paid to Travel Bound for any particular booking.

Other than those warranties which, under the laws applicable to these terms and conditions, are implied by law, and are incapable of exclusion, restriction or modification, Travel Bound and its suppliers expressly disclaim all warranties and conditions, including implied warranties and conditions of merchantability, fitness for a particular purpose, title, non-infringement, and those arising by statute or otherwise in law or from a course of dealing or usage of trade.

Indemnification

The travel agent agrees to defend and indemnify Travel Bound, its affiliates, and their respective officers, directors, employees and agents from and against any claim, cause of action, demand, loss, damage, fines, penalties or other costs of any kind, including without limitation reasonable legal and accounting fees, in excess of the liability described above under "Limitation of Liability", in any action filed or commenced by any third party against Travel Bound as a result of (1) breach by the travel agent or traveler of these terms and conditions or the documents made part of these terms and conditions by reference, (2) violation of any law or the rights of a third party, or (3) any negligent act, omission or intentional misconduct of the travel agent or traveler.

Governing Law

You agree that these terms and conditions are governed in all respects by the laws of the State of New York. The United Nations Convention on Contracts for the International Sale of Goods will not apply to these terms and conditions. If you take any legal action relating to these terms and conditions, you agree to file such action only in the state and federal courts located in the Southern District of New York, New York (USA). In any such action or any action we may initiate, the prevailing party will be entitled to recover all legal expenses incurred in connection with the action, including but not limited to, costs and reasonable attorneys' fees.

Disclaimer

Travel Bound, acting as tour operator only for agents, transportation companies, hotels, coach and other contractors, disclaims responsibility for any losses, accidents, changes of schedules, or any other irregularities caused or arising from circumstances beyond its control. No liability shall be taken for baggage loss or personal injury.

By asking Travel Bound to confirm space, Travel Bound automatically understands that you have read and accepted the above terms and conditions.

We trust you find the above terms to be clear and complete. Should you have any questions or require additional information, please do not hesitate to contact us.

Information about hotel accommodations, amenities, transportation and other travel products or services are provided by our suppliers and may not be complete, current or applicable to your group's particular situation. We assume no liability or responsibility for any errors or omissions. The travel agent and travelers are responsible for evaluating the accuracy, completeness and usefulness of any information about the travel products or services.

The signatory of this contract is authorized to attest that the above information and rates are acceptable, and acknowledges that upon execution of this agreement, the contract is bound to the terms and conditions specified in this agreement and any applicable attachments.

Signed by:

Travel Agency: _____

Tour Operator: Travel Bound

Travel Agent: _____

Account Executive: _____

Date: _____

Date: _____