

## ***Policies and Procedures***

### ***Reservations***

Please make your **reservation and deposit** as early as possible. This not only guarantees **your** space, it also helps **us** continue to offer the tour. Because hotels, theaters, coach companies, etc., are requiring non-refundable deposits months in advance, we must have deposits/payments by the deadlines applied to us in order to continue selling the tour package. **If a published deadline has passed and you are interested in a trip, please call to inquire about availability.**

**Deposits: YOUR DEPOSIT IS DUE WITH YOUR RESERVATION. REMEMBER, YOUR SPACE ON A TOUR IS CONFIRMED ONLY WHEN YOUR DEPOSIT HAS BEEN RECEIVED.**

Tours priced less than \$100.....Full payment                      Tours priced \$100 to \$299....\$50 deposit per person  
Tours priced from \$300 to \$1000.....\$100 deposit per person      Tours priced over \$1000.....\$250 deposit per person  
*Cruises and fly tours may have different payment schedules and/or different cancellation policies.  
Refer to specific flyers for this information.*

### ***Final Payment***

**Your final payment is ALWAYS due 45 days prior to departure date, unless otherwise stated.**

Please mark your calendar since your receipt of deposit may be the only reminder you receive.

### ***Method of Payment***

We will gladly accept payment in the form of cash, personal check, or by credit card. For your convenience we accept Master Card and Visa. *(Cancellation of payment by credit card will carry a 5% penalty.)*

### ***Cancellation & Refund Policy***

***Your cancellation does not become effective until written notice is received.***

Carolina Tours understands there may be unforeseen conditions which arise that make it necessary to cancel your reservation. Regardless of the reason, cancellations and transfers result in a costly process of letters, long distance calls, accounting adjustments, refund checks, etc., plus loss of non-refundable tickets and accommodations. In fairness to all of our customers, we must abide by the following policy:

1. **Prior to 90 days from date of departure** — no penalty.\*
2. **89 days to 15 days from date of departure** — for multi-day tours only — an administrative fee of \$25 will be withheld from your initial deposit/payment. For all tours, the price of your bus seat plus any penalties applied to CT by our vendors (i.e. hotels, event tickets, meals) may also be withheld if cancelled within 89 days of departure.
3. **14 days to 0 days from departure date** — all monies paid for cancelled tour may become **non-refundable** unless your space is re-sold.

***\*Cancellations for fly tours and cruises may carry additional penalties imposed by vendors.***

***\*In addition, any penalties applied to CT by our vendors (i.e. hotels, event tickets, meals) may be extended to client.***

***\*Cancellation of payment by credit card will carry a 5% penalty.***

Refunds are NOT given on tours for attractions, meals, etc. for which individuals choose not to participate.

**Travel Dollars:** Travel dollars with a face value of \$1.00 may be used **only** at preview lunches/dinners and must be in addition to your trip deposit unless you are paying for a tour in full. If you pay in full for a tour, deduct amount of travel dollars from total amount paid. Travel dollars with a face value of \$5.00 or more may be redeemed for cash during any multi-day tour. They may **not** be redeemed at the preview meetings nor on one day tours. Travel dollars must be signed upon receipt and are non-transferable.

**Insurance:** **You are responsible for obtaining your own travel insurance.** CT does not have an in-house insurance company. However, we do **strongly encourage** you to purchase travel insurance and suggest that you call TRAVEL GUARD INTERNATIONAL at 1-800-826-1300 if you require insurance for your tour.

**Responsibility:** Carolina Tours acts solely as an agent on behalf of its tour patrons in arranging hotel accommodations, sightseeing tours, and other services. CT is not responsible for any deficiencies on the part of hotels, restaurants, airlines, cruise lines or any other company providing tour inclusions. CT acts only as an agent for the owners or contractors providing other means of transportation or other services, and shall not become liable or responsible in any way in connection with such other means of transportation or other services for any loss, injury, or damage to, or in respect of person or property howsoever caused or arising. We reserve the right to change any arrangements herein set forth should conditions necessitate, offering substitutes of equal value or to cancel any scheduled tour.

Neither Carolina Tours nor S & S Charters (our exclusive motor coach carrier) is responsible for delays, extra expenses or any other inconveniences to passengers due to weather conditions, acts of terrorism or other "ACTS OF GOD."

The right is reserved to decline, accept, or retain any person as a member of a tour at any time.