

COVERED WAGON TOURS TRIP TERMS & CONDITIONS

TOUR DIRECTORS

All trips are accompanied by a Tour Director unless otherwise indicated. Tour Directors act as company travel assistants. Those requiring special needs or attention should travel with a companion or aid to assist with walking or any special needs.

DEPARTURE / RETURN LOCATIONS

AVON- Covered Wagon Tours Office, 2926 Lakeville Road, Avon, NY 14414
WINTON PLACE- 3450 Winton Place, Henrietta, east side of Little Java Coffee
CANANDAIGUA- Park and Ride on Plastermill Road, off Route 332 in Farmington
LE ROY- Park and Ride, Route 19, I-490 Thruway Exit 47
HORNELL- Wegmans, 100 State Street, Route 36
BATH- K-Mart Parking Lot, 420 West Morris Street
PAINTED POST- Former Ames Plaza, 100 Victory Highway
DANSVILLE- Tractor Supply Parking Lot, Route 36
HORSEHEADS- Horseheads Jubilee, 2898 Westinghouse Road
OLEAN- Time Warner Cable Lot, 121 Albany Ave

*Not all trips depart/return from these locations. Please see individual tour brochures.

**Passenger vehicles may be left at this location at your own risk. Covered Wagon Tours A Division of Niagara Scenic Tours, nor the establishment where you are parked, will be held responsible in any way.

DEPARTURE / RETURN TIMES

Arrive at least 15 minutes before departure time. If you are running a few minutes late or have to cancel, please call our office at 585-438-3063. We cannot wait any longer than 5 minutes at a pick-up location due to strict schedules. Return times are approximate and can change due to traffic, weather, customs, etc.

MOTORCOACH DETAILS

You will be traveling on either 56, 40, or 26 passenger motorcoach. All motorcoaches are equipped with lavatory, complimentary WIFI for domestic travel, charging stations, reclining seats, panoramic windows, DVD and media center and professional motorcoach operators.

SMOKING

Cigarette & Vapor Smoking is **not** permitted on the coach. No smoking near coach at rest stops. Thank you for your cooperation.

WALKING/STAIRS

We make every effort to have the motor coach drop off as close as possible, but there is usually walking involved to re-board the coach, especially in larger cities. Also, many restaurants and some small theaters may have stairs; especially to gain access to the restrooms. Please check with us if you have questions.

TICKETED EVENTS

Please let us know the names of all the people in your group when you register and we will try our best to seat you together for any ticketed events. **Tickets are non-refundable once purchased.**

TIPS AND GRATUITIES – DRIVERS & TOUR DIRECTORS

If you feel our representatives (motorcoach drivers and tour directors) have exceeded your expectations, please feel free to extend a gratuity, which is a compliment for the services received. Industry standard gratuity is \$5.00 per person per day. We sincerely hope to exceed your expectations.

DRESS / GENERAL INFORMATION

Dress as you would for going out to a nice restaurant for lunch or dinner. If there is a lot of walking, bring comfortable shoes; an extra pair can be left on the coach. Dress for the trip you are on. Air conditioning can be chilly. **ALWAYS BRING A SWEATER OR JACKET.** It's a good idea to wear a watch. Cell phones should be fully charged. Bring a charger for longer trips. We ask that you refrain from heavy perfumes for the comfort of other passengers.

SPECIAL NEEDS

ADVANCE NOTICE is required for special dietary requests, vegetarian or gluten free meals or for Handicap Seating. Persons needing assistance are encouraged to bring a companion. Those requiring special dietary items should plan to bring snacks /items if needed.

SOLD OUT / WAITLIST

For sold out trips, leave your name and phone number on our Waitlist. We may get a cancellation or run a duplicate trip in the future.

TRAVEL DOLLARS

The more you travel with us, the more you'll save on future tours. You will receive Travel Dollars for each tour you take (Unless otherwise specified). Use these Dollars for future travel. They stay in your account as long as you remain "Active". **Not earned or valid on casino tours.**

NOTE: If you do not travel with Covered Wagon Tours for two years from last travel date, your travel dollars will be forfeited due to inactivity.



CUSTOMER CANCELLATION PROCEDURE

To cancel a trip, call our office at 585-438-3063 at your earliest convenience.

ABSOLUTELY NO REFUNDS FOR PASSENGERS WHO DO NOT BRING VALID PROOF OF CITIZENSHIP FOR CANADIAN TRIPS AS REQUIRED BY IMMIGRATION. THIS INCLUDES VALID GOVT. ISSUED ID FOR CASINO TRIPS.

TRIP CANCELLATION

For trip cancellations, you must cancel within 45 days of trip departure to earn a full refund. Cancellations received inside 45 days of departure will be refunded less the cost of any deposits or non-recoverable charges. If you are able to find a replacement, you will receive a full refund.

PAYMENT DETAILS

One day tours: Full payment due at reservation

Multi-day tours: \$75 deposit for trips 2-3 days. \$150 deposit for trips 4 or more days. Final payment due 45 days prior to departure, unless otherwise specified.

TRIP PROTECTION/INTERRUPTION INSURANCE

PROTECT YOUR TRAVEL INVESTMENT Please ask if you are interested in purchasing trip insurance for your trip. It is not required, but is encouraged and available to purchase at an additional charge. Contact the Covered Wagon Tours office if you have questions or wish to purchase insurance. Insurance must be purchased on or before final payment date.

TOUR PRICE INCLUDES

Transportation, services of a Covered Wagon Tour Director, all sightseeing, admissions, & meals as listed in the itinerary, all taxes, gratuities for local guides and waiters. Please be advised that tour inclusions are subject to change and that Covered Wagon Tours reserves the right to substitute an attraction or restaurant if deemed necessary due to quality or availability. Small changes from booking date to travel date may occur. There will be no credits or refunds extended when substitutions are extended.

TRAVEL DOCUMENTS

For multi-day motorcoach trips, itineraries and other information will be sent out approximately 2 weeks before the departure date. This will be a detailed timed itinerary. For Cruises and trips involving airline tickets, the travel documents will be sent to us approximately 2-3 weeks before departure. While we can send you the documents, we prefer to have a meeting in person to review the documents and answer any questions you may have. Please note cancellation procedures for each tour as noted in these terms & conditions.

PROOF OF CITIZENSHIP

ALL PASSENGERS TRAVELING INTO CANADA OR INTERNATIONALLY WILL BE REQUIRED TO PRESENT PROOF OF CITIZENSHIP BEFORE BOARDING THE COACH.

IT IS OUR RESPONSIBILITY TO CHECK THAT EACH PERSON HAS THIS PROOF WITH THEM. ANYONE WHO CANNOT SHOW PROPER ID TO THE TOUR DIRECTOR **WILL BE DENIED ENTRY ONTO THE COACH AND NO REFUND WILL BE GIVEN.**

Via Motorcoach traveling into Canada: All U.S. & Canadian citizens who are 16 & older traveling between the U.S. & Canada, will be required to present one of the following forms of valid ID:

• PASSPORT • NEXUS CARD • PASSPORT CARD • ENHANCED NYS DRIVER'S LICENSE

FOR YOUTH UNDER 16, AN ORIGINAL BIRTH CERTIFICATE ALONG WITH A NOTARIZED NOTE FROM THE PARENT/LEGAL GUARDIAN (IF NOT TRAVELING WITH BOTH PARENTS) IS REQUIRED.

CASINO EXCURSIONS

The casino bonus (incentive) is the offering of the casino, and, as such, is subject to change without notice. Covered Wagon Tours does NOT guarantee casino bonuses or incentives on tour. **Guests must present valid, government issued photo ID to receive incentive.** Casino incentives are extended by each casino, and, as such, are subject to change without notice. **All passengers must be 21 years of age and arrive/depart via motorcoach to receive casino incentive extended by the casino.**

AIR EXCURSIONS / INTERNATIONAL TRAVEL

Deposit, payment and cancellation policy is based on the individual trip. Those payment plans and cancellation policies will be outlined on each specific tour flyer. Trip protection highly recommended.

RESPONSIBILITIES

Covered Wagon Tours, A Division of Niagara Scenic Tours acts only as a booking agent & assumes no responsibility for any delay, cancellations, changes in schedule or itinerary, loss, injury and damage to or in respect of any persons, or properties however caused or arising in connection with any services which may be used. Covered Wagon Tours will make every effort to provide all aspects of the tour as listed in the description, but is not responsible if any portion of the trip is missed due to delays relating to transportation equipment problems, traffic, construction, weather, border crossings, and any other circumstances that are out of our control. If a refund can be secured from the vendor for the missed event, the refund will be passed on to the passengers; otherwise there will be NO REFUND. **A PASSENGER, WHO, ON THE DAY OF THE TOUR, LEAVES DUE TO A DELAY THAT IS BEYOND OUR CONTROL, WILL NOT RECEIVE A REFUND IF THE TRIP DOES GO.** Any passenger that is disruptive to the tour or deemed unsafe to travel on board the motorcoach will be asked to leave the tour at his/her OWN expense for return trip home. There is a zero tolerance for unruly passengers or those under the influence of drugs/alcohol. Passengers will be asked to leave tour and authorities may be involved. Covered Wagon Tours reserves the right to cancel any tour with appropriate advance notice or if we are unable to fulfill the major portion of the tour. If Covered Wagon Tours cancels the tour, a full refund will be made.