

## Niagara Scenic Tours TERMS & CONDITIONS - TOUR DEPARTMENTS 2021

### FULLY ESCORTED with HOST(ESS)

All trips are accompanied by a Tour Host/Hostess unless otherwise indicated. Tour Hosts 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. Tour hosts and motor coach operators are not available for that service.

### ROCHESTER & SOUTHERN TIER AREA 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.*

### DEPARTURE / RETURN TIMES

Arrive at least 15 minutes before departure time. Please be prompt, we cannot wait & there are **NO REFUNDS** for missed tours. If you are running a few minutes late or have to cancel, call 716-472-3321. Return times are estimated. Please be aware that traffic, weather, customs, etc. may delay our return.

### MAKING YOUR RESERVATION

**ONE DAY TOURS:** Payment is due in full for all one-day tours when making reservation.

**MULTI DAY TOURS:** a \$100.00 per person deposit is required at reservation. Trip protection is due at deposit (optional). Final payment is due 60 days prior to trip departure.

### SAFETY & MOTORCOACH DETAILS

**DO NOT TRAVEL IF YOU ARE SICK OR FEEL ILL.** Trip protection is available on each departure and recommended to protect your travel investment. Niagara Scenic Tours follows all NYS and CDC guidelines based on the motor coach industry for the safety and wellbeing of our traveling guests and our staff. *By taking a tour, you agree to be in good health. ANYONE who is ill while traveling or not followings safety protocols in place will be asked to leave tour at own cost, no refund. Customer agrees not hold Niagara Scenic Tours liable. Transportation at own expense. It is the travelers responsibility to understand the trip protection policy purchased.*

*ANYONE not following any safety protocol will be asked to leave tour at own cost, no refund.* Hand hygiene is encouraged throughout trip. Travelers should always protect themselves by carrying an additional hand sanitizer. Travelers with diabetic or dietary needs should bring snacks as on-board amenities may be restricted or not included. Carry any medicines you may require. We suggest you wear a watch and bring a cell phone charger along with a jacket for motorcoach comfort.

**LAVATORY FACILITIES:** We will travel by motor coach with lavatory unless otherwise indicated.

**SEATING:** Bus seating capacity either 56, 40, or 30/29 passenger coach buses.

All vehicles are sanitized prior to and during your trip with hospital grade disinfectant. Visit [www.NiagaraScenicTours.net](http://www.NiagaraScenicTours.net) for safety protocols. To ensure comfort and safety to all guests, coach seats may be assigned based on the discretion of the company. Seating is based upon medical needs & first paid, first reserved. Advise us at reservation of special needs or requests. Should there be a special request that would make your trip more enjoyable, please let your reservationists know so we may make your trip more enjoyable.

### TRIP PROTECTION AVAILABLE

Trip protection is available for purchase at an additional cost. This is available on one day tours and multi day trips. Consult your Covered Wagon Tours professional for pricing on multi day trips. For one day tours including a special event or show ticket price is \$25.00 per

person. Otherwise, the cost is \$19.00 per person. This trip protection covers cancellation up to tour date for medical reasons only. A doctor note will be required for refund.

### TRIP CANCELLATIONS

**ONE DAY TOURS:** For any tour with a (\*) next to the pricing for a special event or show ticket is non-refundable after purchase date. Regular trips:

21 days prior to Day of Tour –**NO REFUND**– Find own replacement. No exceptions.

22-45 days prior to trip – Refund less \$15.00 cancellation/administrative fee.

Over 45 days prior to trip – **FULL REFUND.**

**MULTI DAY VACATIONS:** A \$100.00 per person deposit is required at reservation. Trip protection is due at deposit (optional). Final payment is due 60 days prior to trip departure. Deposit is non-refundable if not cancelled 60 days prior to trip date unless trip protection insurance is purchased and administered for a cancelable issue with Travel Insured, a third-party insurance carrier.

**NO REFUND AFTER FINAL PAYMENT DATE.** Protect your travel investment by purchasing trip protection at time of deposit. Trip protection covers cancellations for medical reasons. If you cancel up to 60 days prior to departure, you will receive full refund less trip protection cost.

**Note:** All cancellations can be transferred to another guest. Name changes are permitted with the exception of International Tours and/or cruises.

### MEDICAL ISSUES / INCIDENTS ON TOUR

Traveling guests must be aware that any medical or psychological episode which may occur on a trip where it is perceived as a risk or unsafe for the traveler or those traveling with said passenger on the trip, will be required to seek immediate attention and transferred to the custody of police, medical professionals/EMT. There will be no refund for any portion of the unused travel components nor is Niagara Scenic Tours responsible for transportation home. After seeking medical attention, discharge paperwork or script from a medical professional is required stating said passenger is cleared to travel and is not a threat / contagious to other travelers. As a traveler aboard a public motor coach tour, hygiene that may be deemed disruptive to other passengers will also not be tolerated and will be asked either (a.) not to board tour without refund or (b.) excused from trip at any point of travel. If traveler is excused during any portion of the tour, there will be no credits and/or refunds. Any guest who is sick on a tour or appears to require medical attention will be directed to medical attention immediately and will not be able to rejoin the group without notification from a hospital / attending physician for the health and wellness of our other guests as well as our employees.

### SMOKING

Cigarette & Vapor Smoking is **not** permitted on or within 100 feet of motor coach for the comfort & health concerns of other guests.

### WALKING/STAIRS ASK IF YOU HAVE CONCERNS!

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. Restaurants and some small theaters may have stairs to gain access to the restrooms. Please check with us if you have questions.

### SEATING FOR MEALS & TICKETED EVENTS

Please let us know the names of all the people in your group **WHEN YOU MAKE YOUR RESERVATION & WE TRY OUR BEST TO SEAT YOU TOGETHER FOR THE MEAL & FOR THE TICKETED EVENT**

### TIPS AND GRATUITIES – DRIVERS & TOUR HOST(ESS)

We are confident that our drivers and tour hostesses will exceed 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.

**Thank you for choosing Niagara Scenic Tours, we are at your service!**

## DRESS & WHAT TO BRING

Dress as you would for going out to a nice restaurant for lunch or dinner. Dress for the trip you are on with comfortable, safe walking shoes. Air conditioning can be chilly. **IT IS SUGGESTED YOU BRING A SWEATER OR JACKET SO YOU ARE TRAVELING IN COMFORT.** Pack your **FACE COVERING/MASK and HAND SANITIZER** to keep yourself protected when hand washing is not possible. Wear a watch & bring a charged cell phone. We suggest you carry a snack with you as well.

## SPECIAL NEEDS

We honor ALL special dietary requests, vegetarian meals, gluten free as well as handicap / reserved seating. Persons needing assistance throughout the tour are to bring companion. Sharing your limitations will only allow us to best service YOU!

## PROOF OF CITIZENSHIP

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

IT IS THE TRAVELERS RESPONSIBILITY. ANYONE WHO CANNOT SHOW PROPER ID TO THE BORDER AGENT, MAY BE DENIED ENTRY. TRANSPORTATION WILL BE SECURED BUT AT TRAVELERS INDIVIDUAL EXPENSE AND NO REFUND ISSUED.

Via Motor coach 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 PARENT) IS REQUIRED.

## PRICING INFLYERS, BROCHURES & NEWSPRINT

Niagara Scenic Tours is not responsible for misprint in pricing related to tours. All tour pricing will be confirmed at booking. We are not responsible to honor misprints.

## RESPONSIBILITIES

Niagara Scenic's Tour Departments 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. Niagara Scenic 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 in the form of credit toward an upcoming tour will be placed in the passengers Covered Wagon Tours account; otherwise, there will be NO REFUND. Niagara Scenic's Tour Department reserves the right to make changes to restaurants and attractions based on quality of service and possible vendor changes. **A PASSENGER, WHO LEAVES THE GROUP IN THE MIDDLE OF THE TOUR FOR ANY REASON, WILL NOT RECEIVE A REFUND FOR ANY PORTION OF THE TRIP.** *Any passenger that is disruptive to the tour or deemed unsafe to travel on board the motor coach will be asked to leave the tour at his/her OWN expense for return trip home.* 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 within 60 days. By taking a motor coach tour, you assume risks involved with contagious person to person or airborne viruses. Niagara Scenic Tours makes every effort to sanitize motor coach equipment throughout tour but the risk of managing the travel sites is beyond our control. Niagara Scenic reserves the right to adjust attractions and restaurants without client notification if we deem unsafe or not meeting our strict standards and protocols for our clients.

## TRAVEL DOLLARS

The more you travel with us, the more you will save on future tours. You will receive Travel Dollars for each tour you take (with the exception to one day casino trips). Use these Dollars for future travel. They stay in your account as long as you remain "Active". **NOTE** Travel Dollars cannot be used in combination with any other specials - **1 promo per trip only.** If you do not travel with Niagara Scenic Tours for two years from last travel date, your travel dollars will be forfeited due to inactivity. You do not earn or cannot use travel dollars on casino or group travel. Bingo Bucks CAN be used on casino tours unless noted.

## TOUR PRICE INCLUDES

Transportation, services of a professional Tour Host(ess), all sightseeing, admissions, & meals as listed in the itinerary, all taxes, gratuities for local guides, bellman, and waiters.

**Please be advised that tour inclusions are subject to change and that Niagara Scenic Tours reserves the right to substitute an attraction or restaurant if deemed necessary to meet the quality or standards for our guests. Small changes from booking date to travel date may occur. There will be no credits or refunds extended when substitutions are extended.**

There are no credits or refunds when vendors go out of business or cannot take a group due to unforeseen events.

Pricing is subject to change based on increased costs imposed from vendors. Should that occur, your reservationist will confirm PRIOR to your reservation.

## FINAL ITINERARY-OVERNIGHT VACATIONS

For Multi-day Motor Coach trips, itineraries and other information will be sent out approximately 2 weeks to 10 days prior to departure date. This will be a complete itinerary showing departure times & return times.

## CASINOTRIPS

The casino bonus (incentive) is the offering of the casino, and, as such, is subject to change without notice. Niagara Scenic 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 motor coach to receive casino incentive extended by the casino. NO REFUNDS or CREDITS will be extended should the casino adjust their offering upon arrival at casino.

## VACATION/AIR EXCURSIONS/ INTERNATIONAL TRAVEL PACKAGES

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

