

# TSA TOURS • TERMS AND CONDITIONS

By booking this tour program with us, you are agreeing to be bound by the terms and conditions of this agreement and any additional terms and conditions of any supplier that are applicable to your tour arrangements. It is the responsibility of each participant to read our terms and conditions in its entirety. It, along with the agreement on the back of the application form, is part of your contract with TSA Tours, Inc. (TSA).

## FEES INCLUDE

Round-trip air transportation from the U.S. program departure city (except for land-only travel arrangements, which start at the first hotel and end with completion of services at the last hotel). Land-only arrangements may not be available for some smaller groups, and are subject to group airline utilization restrictions.

## ACCOMMODATIONS

**Student Trips:** Students are typically in triple rooms, but see brochure details for individual tour arrangements. Single and/or double supplements are available upon request. Single adults enrolling on a tour without a roommate and who are unable to be assigned roommates by TSA, will be charged the single or double supplement fee.

**Adult Trips:** Adults are normally in twin rooms. Single adults enrolling on a tour without a roommate and who are unable to be assigned a roommate by TSA, will be charged the single supplement fee. Single supplements are available upon request.

**All adults (21 years and older) will be charged the double supplement.**

All transportation abroad by private motorcoach (including transfers), economy-class air, steamship, or by second class rail. Breakfast daily and other meals where mentioned specifically in the itinerary. Sight-seeing and entertainment as indicated, subject to closing times, strikes, local traffic conditions, or other factors beyond TSA's control. All taxes, including U.S. and overseas airport taxes, non-optional gratuities, and tips (except to long distance bus driver and cruise personnel). Entrance fees to all scheduled museums, attractions and cultural events. Document holder and baggage tags. Travel and accident protection as described.

## NOT INCLUDED

Passport and visa fees, including any type of electronic travel authorization if needed (ETIAS, ETA etc.); required immunizations; free time activities and optional excursions; items of a purely personal nature such as beverages, lunches (unless otherwise specified); transportation between home and U.S. point of departure; public transportation unless part of the tour program; reimbursement for overnight lodgings, meals, transportation, or missed travel services due to airline scheduling, missed connections, or delays; baggage check-in fees; replacement of passport and other stolen items and other expenses incurred in their replacement; voluntary supplemental tip to long-distance bus driver.

## CHANGES IN ITINERARY

TSA reserves the right to assign participants to available departure/arrival cities and dates, and to modify or change the itinerary in the event of a force majeure event, as defined herein. TSA may discontinue a given program due to insufficient participation or other reasons, in which case participants will be notified in advance and will be offered an alternate program or departure date. Should the group leaders or a majority of any group's participants elect themselves to cancel a program for any reason, the normal cancellation and refund policy as stated herein shall remain in effect. Also should the group leaders or a majority of group participants elect themselves to alter or change their program for any reason, this shall not

constitute grounds for cancellation with full refund. **Your agreement with TSA cannot be modified except in writing to the TSA Tempe office; no oral modification shall have any validity. 30 - 35 days prior to departure, TSA will invoice for any changes or increases in program fees.**

## INCREASES IN PROGRAM FEES

TSA program fees are based on group size, exchange rates, airfares, and overseas costs in effect at the time of brochure printing, and are subject to increase to reflect subsequent changes in these costs. If the tour prices increase by more than 20%, the participant may cancel with a full refund.

## SPECIAL TRAVEL ARRANGEMENTS

**Requests for flights from an alternate city of origin may incur additional airfare.**

Participants wishing to deviate from the original travel arrangements of the group must inform TSA in writing at least 90 days before departure. Please request and complete a deviation application form. A service charge of \$150 applies, along with any additional land or air charges. Any requests made within 90 days are subject to a \$250 service charge. No changes can be made less than 45 days prior to departure. "Land Only" participants must also inform TSA in writing at least 120 days before departure. Any land-only changes made less than 120 days prior will be subject to a \$150 fee.

## PAYMENT PLAN

Regular deposits are necessary so that TSA Tours, Inc. can meet financial obligations abroad. A convenient installment plan is outlined below. All payments can be made by mail or online at [www.tsatours.com](http://www.tsatours.com). **Applicable fees will apply for online payments. Checks returned due to insufficient funds are subject to a \$35 fee.**

**We accept major credit cards if booking online. You agree that when paying online through our website that you are giving us a binding authorization to charge your card, and as such, you waive the right to chargeback in the case of cancellation or any cause (except fraud), including a force majeure event, as defined herein, and agree to refund policies and procedures outlined in these terms and conditions.**

- \$600 non-refundable deposit due with registration form.**
- Payments will be scheduled at regular intervals.**
- The deadline for full payment is:**
  - 60 days before departure for tours departing before 30 April.**
  - 90 days before departure for all other tours.**
- Full payment is required with any initial registrations within these full payment deadlines.**

**Participants are responsible for meeting deadline dates.**

Any participant not paid in full by the appropriate deadline will be assessed a \$150 late payment charge. Any payments made within deadlines must be made by cashier's check or money order and sent to TSA by overnight mail service. Credit cards are acceptable.

If full payment has not been made by 50 days prior to departure, it will be understood that the participant is cancelling from the program, and the applicable cancellation penalty will be in effect. Reinstatement is possible on a space-available basis only, and involves full payment by cashier's check or money order, plus a \$150 service charge.

## EARLY BIRD PRICE GUARANTEE BENEFITS

Participants paid in full by January 15th for Summer programs or November 1st for Spring programs are protected against price surcharges that can result from increases in airfares, overseas inflation and exchange rates. Each group is priced on a minimum number of participants. The price guarantee does not cover a surcharge if your group should fall below the minimum number. Government taxes, including airline taxes and fuel surcharges imposed after the printing date are also not covered in the guarantee. The post office postmark determines the effective date. EARLY BIRD participants are subject to normal cancellation/refund procedures. Participants with special arrangements are not covered by TSA's EARLY BIRD plan. (Summer programs are May through September and Spring programs are March and April.)

## REFUND POLICY

If a tour is cancelled for any reason beyond our control the refund policy found in our terms and conditions will be strictly enforced.

The right to refunds if the participant changes plans are limited. Participants wishing to cancel must do so in writing, and the Postal Service postmark date will be the determining date for all cancellations.

The following schedule of refunds will apply:

**90 days or more before departure:** If the notice of cancellation is postmarked within this period, a full refund, less the program deposit of \$600 and any applicable airline, hotel, railway or cruise penalties will be given.

**89 to 60 days before departure:** If the cancellation notice is postmarked less than 89 but 60 days or more before departure, a full refund, less \$1,000 and any applicable airline, hotel, railway or cruise penalties will be given.

**Less than 60 days before departure:** Cancellations postmarked less than 60 days before departure and received at least 31 days prior to departure are subject to a 75% cancellation penalty and any applicable airline, hotel, railway or cruise penalties. Cancellations received within 30 days of departure and "no show" passengers receive no refund.

Passengers who cancel within 60 days of departure who find their own acceptable replacement for any tour receive a refund, less \$1,000 and any applicable airline, hotel, railway or cruise penalties. Replacements are subject to airline restrictions and current air fares. All replacements must forward a completed TSA application form together with full payment, and these must arrive in the same envelope as the written notice of cancellation for the participant cancelling from the program.

The price of a vacant seat or the cost of segments of the program (including hotels, meals, tours, etc.) not provided due to missing a scheduled departure or absences abroad cannot be refunded. If a flight or transfer is missed, the participant is liable for the expenses incurred in returning to the group.

**It is the sole responsibility of the participant to obtain a passport and any required visas. Failure to obtain a valid passport or visa is not grounds for cancellation with refund.**

## AIR TRANSPORTATION

TSA programs use only scheduled international and domestic airlines, not charter operators. Programs are based on applicable group inclusive fares and tariffs in effect at the time of pricing that are subject to government approval and to airline rules and regulations. The airlines concerned are not to be held responsible for any act, omission, or event during the time you are not on board the

aircraft. Late substitutions and applicants may be subject to normal, all-year fares. The passage contract in use by the airline, when issued, constitutes the sole agreement between it and you. The departure cities shown in your program brochure may not provide direct air service to your overseas destination; it may be necessary to connect through some other U.S. or overseas airports. In all instances, TSA reserves the right to determine flight routings.

## TRAVEL PROTECTION PLAN-STUDENT TRIPS ONLY

TSA has purchased a Post Departure Protection Plan on your behalf. These coverages have NO DEDUCTIBLES. The outline hereunder is a summary of that coverage.

**Summary of Coverage:** Trip interruption \$500 return air only; up to \$2500 (\$250/day) trip delay; up to \$500 missed connection; \$1000 baggage/personal effects; up to \$300 baggage delay; \$50,000 accident and sickness medical expense; \$250,000 emergency evacuation; Political, Security or Natural Disaster Evacuation \$150,000. Please note that cash is not covered.

**Pre-trip cancellation coverage is available on all tours.**

## RESPONSIBILITY

TSA Tours, Inc. is responsible only for the acts or omissions of its own employees. Each program begins with the takeoff of the international flight and ends upon completion of the return flight to the U.S. (except for land only arrangements). TSA Tours cannot be responsible for events beyond its control. The definition of "Force Majeure" as it applies to our company and the tour you have booked with us. If in any circumstances beyond our reasonable control, (including, but without limitation, to acts of God, explosion, flood, forceful wind, fire or accident, war or threat of war declared or undeclared, acts of terrorism, sabotage, insurrection, riots, strikes, civil disturbance, sickness, epidemics, pandemics, quarantines, government intervention, weather conditions, defects in machinery and vehicles, delays or other unforeseeable event), we shall not be deemed to be in breach of these terms and conditions or otherwise liable to you, and shall not provide any refund by reason of delay in performance, or by non-performance, of any of our obligations hereunder to the extent that any such delay or non-performance is due to any force majeure. If our company, and/or any of our travel suppliers, are affected by force majeure, they shall be entitled to, and may in their sole and absolute discretion, vary or cancel any itinerary or arrangements in relation to your trip. No responsibility is incurred by TSA for loss of travel documents, loss or damage to luggage or any other participant's belongings, or for consequential damages such as (without limitation) lost wages. TSA reserves the right to cancel any participant at any time for reasons that appear to TSA to be valid in its sole judgement. TSA shall have the right, without refund, to send home, on notice to parent or guardian (for minors), at his/her own expense and without escort, any participant who appears to have abused drugs or alcohol, or engaged in any illegal or disruptive conduct.

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