

**IMPORTANT:  
BEFORE YOU FILL OUT THIS FORM . . .**

You may fill out the following tour reservation application on your computer with the *Acrobat Reader* program. Hit your TAB key to move the cursor to each field.

You must be using *Acrobat Reader* **version 8 or higher** for your typed information to be **saved** in the reservation application after you **close** the file.

To download the current version of *Adobe Reader* for free, go to <http://get.adobe.com/reader>

If you are not using *Adobe Reader* version 8 or higher, please print out the form and complete it by hand.

All applicants will need to print out the form after completion in order to sign it.

Thank you

# 2013 RESERVATION APPLICATION

(Please complete and print one application for each traveler.)

NAME OF TOUR: Europe For Foodies Group  TOUR & AIR  TOUR ONLY

TOUR DEPARTURE DATE: October 11 - 22, 2013 DEPARTURE CITY: \_\_\_\_\_

EARLY DEPARTURE/LATER RETURN/EXTENSION REQUESTS (please indicate extension hotel requests, if applicable): \_\_\_\_\_

- A Reservation Application and signature is required for **EACH** person traveling. (see reverse for duplicate copy of this form)
- Yes, we do need "Birth Date" for each participant.
- Type or print **name exactly** as it appears/will appear **in your passport**. For "Title", indicate Mr., Mrs., or Ms.

NAME: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
(Title) (First Name) (Middle Name) (Last Name)

ADDRESS: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
(No. & Street) (City) (State) (Zip Code)

PH: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ EMAIL ADDRESS: \_\_\_\_\_  
(A.C.) (Home) (Alternate) (Optional)

GENDER:  MALE  FEMALE BIRTH DATE: \_\_\_\_\_ PLACE OF BIRTH: \_\_\_\_\_  
(Month/Day/Year) (State and/or Country)

PASSPORT NO: \_\_\_\_\_ EXP. DATE: \_\_\_\_\_ CITIZENSHIP (Country): \_\_\_\_\_  
(Passport must be valid for at least 6 months after return date. You may leave line above blank and advise when you receive your passport.)

NAME OF PHYSICIAN: \_\_\_\_\_ PH: \_\_\_\_\_ / \_\_\_\_\_

EMERGENCY CONTACT: \_\_\_\_\_ RELATION: \_\_\_\_\_ PH: \_\_\_\_\_ / \_\_\_\_\_

ROOMMATE'S NAME: \_\_\_\_\_

NAME(S) OF TRAVELING COMPANION(S) (if applicable): \_\_\_\_\_

ROOM TYPE:  1 DOUBLE BED  2 TWIN BEDS  TRIPLE  SINGLE

AIR SEATS (not guaranteed):  WINDOW + 1  AISLE + 1  OTHER \_\_\_\_\_

**Travel Insurance** (Please check one of the options within this box. This insurance only covers U.S. citizens or residents.)  
 I wish to purchase the Image Tours Group Travel Protection Plan and have included the \$145 premium with my deposit.  
 I wish to decline the Travel Insurance offered through Image Tours, Inc.

### Please select only one of the following three payment options:

- My payment information is noted with my travel companion's payment information
- Enclosed is my non-refundable \$200 p.p. deposit (plus \$145 p.p. insurance premium if applicable) for a total of \$ \_\_\_\_\_
- Please charge \$ \_\_\_\_\_ (**Non-refundable DEPOSIT and INSURANCE ONLY**) to my Discover/Visa/Mastercard  
**Important:** If you will be using a credit card for final payment, please request an Image Invoice with authorization form.  
Exp. Date: \_\_\_\_\_ Account #: \_\_\_\_\_ CVC# \_\_\_\_\_  
Billing Address if different than above: \_\_\_\_\_

**I have read the brochure/website pertaining to this tour and I understand and accept its contents, including FAQ, Cancellations, Physical Condition Guidelines, and Tour Contract. Price is subject to change until paid in full. To view the information online, go to [www.EuropetoursForFoodies.com](http://www.EuropetoursForFoodies.com)**

SIGNATURE OF PERSON TRAVELING: \_\_\_\_\_   
(Please sign full name, as it appears / will appear in your passport. If traveler is under 18, legal guardian must also sign.)

PRINT & SIGN CARD HOLDER'S NAME (if different than above): \_\_\_\_\_ 

I FOUND OUT ABOUT THE TOUR FROM: \_\_\_\_\_  
(Newspaper, Facebook, Tour Website, Email, or Other Source)

Please make checks payable to Image Tours Inc.  
Phone: 616-957-1000 or 1-800-968-9089 Fax: 616-957-2610  
Ask for: Sue Smith Email: [nhs@imagetours.com](mailto:nhs@imagetours.com)

### THIS SECTION FOR OFFICE USE ONLY:

Res ID: \_\_\_\_\_ IATAN #: \_\_\_\_\_

Mail Reservation Application and deposit to:  
**EUROPE FOR FOODIES**  
**2828 KRAFT AVE. SE, SUITE 298**  
**GRAND RAPIDS, MI 49512**

# FAQ (Frequently Asked Questions)

Most of the questions you have regarding your tour can be answered by reading through this material; however, the terms and conditions of your travel arrangements are controlled by the 'Tour Contract' which follows the FAQ section. Knowing as much as you can beforehand will enable you to enjoy your tour experience to the fullest. For these reasons, it is necessary that you read the FREQUENTLY ASKED QUESTIONS and the TOUR CONTRACT sections prior to making reservations.

## **Are Visas or Inoculations required for U.S. Citizens?**

No visas or inoculations (shots) are required for passengers carrying a U.S. passport.

## **Are Visas or Inoculations required for Non - U.S. Citizens?**

If you do not carry a U.S. passport, you will need to check with your embassy or consulate before making a deposit, to find out if a visa is required for any of the countries you will visit. It is your responsibility to determine which visas or inoculations are required and to obtain them before your departure.

## **What Age do Children need to be to go on this tour?**

Children under thirteen (13) years of age are not accepted on this tour because it is difficult to keep them entertained on the motor coach, and this may impact the enjoyment of other tour members. Children between the ages of 13 and 17 must be accompanied by an adult. If children are not accompanied by their legal guardian, the legal guardian must sign their Reservation Application and provide a notarized consent form.

## **Are there any Discounts for Children?**

Unless you are informed otherwise at the time you make reservations, the following discount will apply: Children who will be ages 13 through 17 at time of departure and will share a room with at least one legal guardian are entitled to a \$150 discount off the 'tour and air inclusive' price. The children's discount does not apply to those booking 'tour only' through Image Tours, nor is there any discount on extensions, optional excursions, or any other additional costs.

## **Do the Hotel Rooms have Private Bathrooms?**

All rooms have a private bathroom with sink, toilet, and shower and/or bathtub.

## **What is the difference between a Double and a Twin Room?**

A 'double' room consists of one double bed. Often the European 'twin' accommodations consist of two twin size beds made up separately, placed side by side sharing the same headboard. In some hotels it may not be possible to separate these twin beds. Image Tours can request 'twin' or 'double' accommodations, but at some hotels there will not be any choice or, due to limited allotments, passengers may not always receive their preferred choice.

## **Are Triple Rooms offered?**

Triple rooms are an option at the same per person price as double occupancy. Most European hotel rooms are not designed to accommodate three persons, and 'triples' usually consist of a standard double bed or two twin beds, with a

folding bed, cot, or rollaway for the third person.

Be aware that this may not be comfortable for three adults. If a tour hotel is unable to provide a triple room, one double plus one single room will be substituted at no additional cost. For some extensions, triple rooms may not be available and the single supplement will apply.

## **Can I join the tour if I do not have a Roommate?**

A limited number of Single rooms (usually 4 per tour) are offered at a supplement. The applicable single supplement for this tour is \$995. This amount includes the Travel Protection Plan insurance premium because it is required for single travelers. Single rooms are often much smaller and not as well located as double rooms. If you have paid the full single supplement and end up sharing a room, you will receive a refund equivalent to the average nightly single supplement multiplied by the number of nights you share a room. Passengers without a travel companion will be required to provide a signed statement of current medical status, acknowledging the passenger is fit to travel alone and including the signature of a family member as an emergency contact. Please also read the 'Physical Condition Guidelines' information in the Tour Contract.

## **How are Rooms assigned?**

Room assignments are made by the individual hotels. The location, view, and size of the rooms may vary.

## **Do Hotels have Heating & Air Conditioning?**

Due to a milder climate, air conditioning is not as widely used in Europe as it is in the U.S.A. Therefore, a number of our hotels do not feature air conditioning. All of our hotels are equipped with central heating.

## **When will I know which Hotels will be used for my tour?**

A list of the tour hotels, along with contact information and descriptions, will be included with your Trip Documents Packet, which you will receive at least one week prior to departure. For hotel descriptions, see Included Features at [www.EuropeToursForFoodies.com](http://www.EuropeToursForFoodies.com).

## **What do the hotels serve for Breakfast?**

While some hotels may serve a continental breakfast, in most cases breakfasts will be buffet style with a selection of rolls, butter, jam, cheese, cold cuts, coffee, tea, milk and juice. On occasion, the buffets may also include other items, such as cereal, pastries, fruit, yogurt, or eggs.

## **What is typical for the included Dinners?**

The included dinners are most commonly served at the

## FAQ (Frequently Asked Questions)

tour hotel following a prearranged, fixed menu. We work closely with the restaurants to provide a variety of dishes throughout the tour. Unless otherwise advised by your tour manager, beverages are not included with dinners.

**May I request Vegetarian, Gluten-free, or Diabetic Meals?** If notified in writing at least 50 days prior to departure, Image Tours accepts the following diet requests only: 1) diabetic; 2) gluten-free; 3) vegan; 4) vegetarian with dairy and eggs; and 5) semi-vegetarian (no pork or red meat). Although we will inform the tour manager and the hotels of these diet requests, any dietary requirements remain entirely your own responsibility. Please do not give the tour manager a list of items you may or may not eat. Instead, leave items you may not eat on your plate and order additional items 'à la carte', at your own expense. Image Tours does not forward diet requests to the airlines, but passengers may be able to submit such preferences themselves through the airline website. Image Tours expressly disclaims any responsibility or liability in connection with dietary requirements.

### **Is this a Non-Smoking Tour?**

In Europe the non-smoking issue is not addressed as aggressively as in the United States. Nevertheless, the tour managers will adopt a non-smoking policy on the motor coaches. Although most restaurants still do not feature non-smoking sections, tour participants are also expected to refrain from smoking when your tour party is seated together for breakfasts and dinners. Image Tours requests non-smoking rooms for all tour participants where possible, but some hotels do not offer non-smoking rooms. Conversely, some hotels have converted to only non-smoking rooms and charge a substantial penalty to guests who smoke in a non-smoking room. Image Tours expressly disclaims any responsibility or liability in connection with smoking or non-smoking requirements.

### **How often will I need to carry my own Luggage?**

At the airports, you will have the use of luggage carts to transport your luggage to the coach. At each hotel a porter will take your luggage (one suitcase per person per the Baggage Allowance in the Tour Contract) up to your room and place them outside your door. Each morning you depart from a hotel, you will place your luggage in the hallway outside your room and the hotel porter will take it down to the coach for your driver to load onto the coach. Although highly unlikely, there may be a rare occasion on which individual baggage handling is required at a hotel. You must handle your own carry-on luggage throughout the tour.

### **How are Seats assigned on the Motor Coach?**

Seating on the motor coach will be assigned by a rotation system. Out of fairness to all passengers, we do not accept special motor coach seating requests for any reason and expect full participation in the rotation system.

### **Is there a Bathroom on the Motor Coach?**

Although motor coaches are usually equipped with an

enclosed 'porta-potty', you are asked to limit its use to 'emergencies only', due to limited disposal sites. Frequent sightseeing and rest stops will be made in order to allow for a comfortable traveling experience.

### **Do the Motor Coaches have Heating & Air Conditioning?**

All our motor coaches are equipped with heating and air conditioning. Due to stringent pollution prevention laws, the motor coaches must turn off their engines (which also turns off the heating and air conditioning) when at a standstill (for example, while parked or waiting at a light). On warmer days when air conditioning is in use, the temperature on the motor coach tends to be about 10° lower than the outside temperature. For instance, on an 80° day the temperature on the motor coach will be about 70°.

**What is the Pace of the tour and how much Walking is involved?** The pace of the tour featured in this brochure is considered "ACTIVE". Due to limited access for motor coaches to old town centers, a fair amount of walking is required to take in the old world charm and sights. Tour participants will commonly walk a ½ mile to a mile in each town visited. If you are concerned about your physical condition, please consult your family physician as to whether the tour is suitable for you and consider the following guidelines:

### **Physical Condition Guidelines.**

- 1) This tour is a good fit for travelers who are able to comfortably walk a ½ mile in 15 minutes.
- 2) If you are not keeping up with the rest of the group, the tour manager will ask you to stay near the motor coach and forfeit any sightseeing that requires walking as a group. In case you are separated from the group during sightseeing time, it will be your own responsibility to position yourself at the pre-designated re-embarkation point, at the agreed time. If you have to take a taxi to do so, it will be at your own expense.
- 3) Staying on the motor coach during stops is not an option. When parked, all passengers must disembark, allowing the driver to lock the motor coach and take a break.
- 4) Tour and hotel personnel will not be available to lift or otherwise physically assist tour participants at any time. If you require any type of assistance, you must bring a capable travel companion who can comfortably help you keep up with the pace of the tour.
- 5) With an average of 40 participants per tour, the tour manager's principal responsibility is to ensure the overall enjoyment of the tour by the group. The tour manager may ask you to leave the tour if you are unable to keep up with the pace of the other tour participants to the extent that it impedes your safety or the other tour members' enjoyment of the tour; and all resulting costs will be your responsibility.

### **May I bring a Wheelchair or other Walking Assistance**

**Device?** Passengers who use a cane, walker, wheelchair or any other walking assistance device, or are considering the use of a walking assistance device while they travel, should

## FAQ (Frequently Asked Questions)

not take this tour. If this applies to you and you still decide to make a reservation request, please note the following:

- 1) A cane, walker or similar walking assistance device, is simply not practical or safe on the tour due to motor coach entrances, uneven sidewalks, and cobblestone streets. You will need to leave it home and bring a wheelchair.
- 2) You must bring your own manual, folding wheelchair. Motorized wheelchairs are not allowed on the motor coach.
- 3) You must bring a capable travel companion who can push the wheelchair and assist you in any other way necessary to comfortably help you keep up with the pace of the tour.
- 4) At time of reservation you must obtain and complete a form (provided by Image Tours), requesting to bring a wheelchair, as this request must be in writing and must be signed by both you and your traveling companion. Such requests will be subject to Image Tours approval and availability of appropriate storage space on the motor coach. If a passenger requests to bring a wheelchair after deposit has been processed and Image Tours does not approve this request, the applicable cancellation penalties will apply.
- 5) The charge for storage of a wheelchair under the motor coach is USD \$10.00 multiplied by the total number of days on the tour, to be paid with final payment for the tour.
- 6) You must be able to manage the steps of the motor coach independent of any assistance. In Europe, the laws do not require motor coaches to be equipped with ramps/lifts, or hotels to offer provisions for the physically challenged. Please do not expect these facilities on this tour.
- 7) Image Tours does not recommend this tour for passengers who require the use of a cane, walker, wheelchair or other walking assistance device. No credits or refunds will apply for missed sightseeing and any additional costs incurred to keep up with the tour or to return home early will be the tour participant's sole responsibility. Please also refer to the 'Physical Condition Guidelines'.

### **May I bring Oxygen or other Medical Devices?**

Oxygen tanks will not be permitted on the motor coach. Due to higher elevations and the active pace of the tour, clients dependent on oxygen assistance devices should not take this tour. Any other medical devices must fit within the 'Baggage Allowances' outlined in the Tour Contract. Under no circumstance does Image Tours, the airlines, the motor coach company, the tour managers, the hotels, or any other service provider accept any responsibility or liability in connection with medical conditions, medical supportive devices, or any electronic devices.

### **May I request Airline Seat Assignments?**

Some airlines or flights do not allow for seat assignments until check-in. If the airline does allow pre-assigned seats, you may request seat assignments through the airline website, after final payment and after tickets have been issued. Please

note these seat assignments may be canceled by the airline due to schedule or equipment changes, and you should, therefore, reconfirm your seat assignments 25 days prior and again a few days prior to departure. Any fees charged by the airlines for pre-assigned seating are not included in the tour price and must be paid directly to the airlines.

### **May I record Frequent Flyer information?**

If you are a member of a frequent flyer club and if the airline offers miles on tickets issued by Image Tours, it is your responsibility to make sure that you are credited your mileage. The best way to do this is through the airline website after receiving your final Trip Documents. If this is not possible, contact Image Tours Inc. Also present your frequent flyer card/number upon check-in for both your departure and return. Image Tours recommends you record your air ticket number and keep your boarding passes even after you have returned so you can provide proof of travel to the airline in the event of any problem. Image Tours cannot provide copies of tickets or ticket numbers after travel is completed.

### **Is it possible to Extend the Stay before or after the Tour?**

If you are considering an earlier departure from the U.S. or a later return after the tour, you must submit a request at the time you make reservations for your escorted tour. Ask your travel agent about availability and how such a revision may affect your price. Pre- or post-tour extension accommodations must be requested at the time you make a reservation for your escorted tour and are subject to availability of the air and hotel space. For additional information about extensions offered by Image Tours, refer to Extensions at [www.EuropeToursForFoodies.com](http://www.EuropeToursForFoodies.com).

### **Will any Credit be available for Unused Tour Nights?**

If you wish to deviate from the tour, you must notify Image Tours in writing at least 100 days prior to your departure in order to be eligible for a credit of \$35 per person for each unused hotel night. You may leave the tour at any place on the itinerary, but you can only rejoin the tour at one of the overnight hotels.

### **What if I need to Leave the tour and Return Home Early?**

Air tickets are subject to change fees and you may need to purchase a non-restrictive, one-way air ticket for returns within 7 days or for a different flight itinerary. If you must return early for any physical/medical reason, make sure you obtain a statement from the attending physician/hospital. If you have purchased insurance, this documentation will be required to make a claim and it may help reduce airline change fees. Image Tours recommends purchasing travel insurance with trip interruption coverage.

### **Are Airport Transfers included?**

One scheduled group airport transfer hosted by the tour manager at no additional cost is available on Day 2 to the first tour hotel. One scheduled group airport transfer hosted by the tour manager at no additional cost is also available on the last day of the tour from the last tour hotel. Transfer times in each direction are set based on the scheduled flight times of passengers who have purchased

## FAQ (Frequently Asked Questions)

the complete 'Tour & Air' inclusive package from Image Tours. For this reason, passengers who purchase 'Tour Only' from Image Tours should expect to make their own way between the airports and the hotels at their own expense, but are welcome to join the complimentary transfer if the passenger's actual flight times coincide with the actual transfer times. If you are unable to make the scheduled transfer time due to flight delays or for any other reason, you will need to make the transfer on your own, and the entire cost of this transfer will be your responsibility. The Trip Documents will also include instructions and approximate costs for the most economical way to transfer independently. Under no circumstances will Image Tours be held responsible for any portion of the cost of these transfers.

### **Where do I Meet the Tour Manager?**

The tour manager will be waiting at an assigned Meeting Point inside the arrival airport in Europe. The Meeting Point location and time will be indicated in your Trip Documents which you will receive at least a week prior to departure. This packet contains information to walk you through travel preparation, check-in at the U.S. airport, and arrival in Europe.

**Will the Tour Manager accompany us throughout the entire tour?** Generally, the tour manager who meets you at your arrival airport in Europe for the group transfer to the first tour hotel will be the same tour manager who will accompany you during the entire tour all the way through your group airport transfer from your last tour hotel.

### **Is Tipping to Tour Manager & Driver included?**

The tips for the tour manager and driver are not included in the tour price. This allows you to express your level of appreciation for their performance and for their contribution to your overall enjoyment of the tour. Depending on level of service you feel they provided, an average tip is between \$2.00 and \$4.00 per person, per day, to each the tour manager and driver, paid in the local currency. Due to numerous requests, we are now providing tipping envelopes with the Trip Documents.

### **Is Tipping for Other Services included?**

Tipping is included for all services that are pre-arranged by Image Tours, such as hotel staff, restaurant staff and other services that are included in the tour or in the optional excursions. During independent meals, the general rule at restaurants in Europe and the British Isles is 5% to 10% depending on level of service. When you purchase beverages or receive water service with dinner, it is polite to include a 25 cent tip or round up. Generally, if anyone who provides you a pre-arranged tour service is just doing their job, you need not tip them. Feel free however, to tip any service personnel who are extra helpful or friendly, or who provide a special or unexpected service.

### **How much Free Time will I have?**

When you make a sightseeing stop, your tour manager will typically indicate points of interest while on the coach and/or with a walking tour and will also allow time for

independent sightseeing. You may forego a walking tour if you prefer more independent time.

### **Do I need to bring Formal Attire?**

Comfort is the priority on our tours. There are no occasions that require formal attire. Some clients like to bring one 'casually elegant' outfit to wear for special occasion dinners, but formal attire is not necessary.

### **What happens if I Arrive Late at a Departure Point?**

At each stop, write down the meeting time and the name of the cross streets or landmark near your meeting point so that you do not forget and can ask for assistance if you get lost. In the unlikely event that you do not arrive at a meeting point on time, you should proceed to your hotel using a taxi, train, or bus. This will be at your own expense. If you need to do this, you can ask for assistance from police, bus drivers, train station or tourist office personnel. Always carry your passport and a copy of your 'Overnight Schedule' with you!

### **What happens if I Lose an Article?**

Neither Image Tours nor any company contracted through Image Tours shall be responsible for articles lost, stolen, left behind, confiscated, or damaged. Such articles are rarely retrieved; therefore, we recommend you check that you have all your possessions each time you leave a motor coach, hotel, restaurant, and on all other occasions throughout your tour. Out of consideration for your fellow travelers, do not ask the driver/tour manager to turn the motor coach around to retrieve a lost article. Any items found by tour managers, drivers, or hotel personnel will be brought to the attention of Image Tours. Locating the owner of a 'lost and found' item will be more likely if the owner reports the loss to Image Tours immediately. Upon receipt of payment for the shipping and handling (on average \$50 per item) Image Tours will ship 'lost and found' articles to their owner, provided the item is approved for shipping and customs.

### **How can I get Addresses for fellow Tour Participants?**

Image Tours respects the privacy of their tour participants. If you wish to contact fellow tour participants after the tour, be sure to ask them for their names and addresses during the tour because Image Tours will not be able to provide you with this information.

### **What is the Weather like in Europe?**

The weather in Europe, like that in most places, is unpredictable. While planning your wardrobe, imagine that you are planning a trip through the USA. Season for season, the climate of the midwest is comparable to western and central Europe, and the climate in our southern states is comparable to southern Europe. Even in the summer, bring that warm sweater and a raincoat. Conversely, during fall and winter, you may experience some higher temperatures. Enjoying the sights, sounds, and smells of Europe is in no way bound by seasons or the weather.

# Tour Contract

**General.** Upon full payment of the tour price by the participant, Image Tours, Inc., 2828 Kraft Ave. S.E. Grand Rapids, MI 49512, Ph: 616/957-1010, Fax: 616/957-0103, hereinafter referred to as Image Tours, agrees to secure the services specified in the brochure or website for this tour, subject to the terms, conditions, and limitations contained in this contract. The participant agrees that if there are any corrections or changes, the correct information will prevail.

**Included.** Consult the Included Features and Itinerary for this tour at [www.EuropeToursForFoodies.com](http://www.EuropeToursForFoodies.com).

**Not Included.** Fees and charges for laundry, beverages (except coffee, tea or milk with breakfast or when expressly specified), travel insurance, optional excursions, passports, visas, inoculations, postage, phone calls, any items of a personal nature, or any other items or services the inclusion of which has not been expressly specified in the brochure or website for this tour. Also not included are any fees associated with (or in connection with) air transportation, including but not limited to seat assignment fees and baggage fees.

**Image Tours.** Image Tours is a Michigan Corporation headquartered in Grand Rapids, Michigan. Since its inception in 1939, Image Tours has developed relationships with air carriers and European tour and hotel operators. Image Tours is able to secure the services of these independent entities at more favorable rates than are available to the general public. Therefore, Image Tours is able to offer its customers a quality tour vacation at an affordable price. Image

Tours is a tour coordinator. Image Tours does not own, operate, or employ any of the airlines, hotels, tour buses, or tour operators utilized as part of its offered tour packages.

**Airlines, Tour Managers, Drivers, Accommodations.** Image Tours strives to coordinate a pleasurable and memorable trip for all of its customers, but it must be remembered that all aspects of the tour, including but not limited to travel, accommodations and actual tour operations, are furnished by independent companies which are not under the direct control of Image Tours.

**Driver/Tour Manager.** As a general rule, Image Tours secures both a driver and a tour manager for tours. Under certain circumstances, Image Tours may have the driver double as the tour manager.

**Itinerary Deviations.** Due to special circumstances, including but not limited to holidays, special events, seasonal schedule changes, weather, traffic delays and itinerary adjustments, some sights and stores may have limited hours or may not be available. Under such circumstances or toward the improvement of the tour experience, Image Tours and the tour manager reserve the right to make changes in the itinerary or sights, at their sole discretion.

**Reservations.** Image Tours requires a signed Reservation Application and deposit for each participant within one week from the date you make your

reservation. A signed Reservation Application means that the participant has reviewed this Tour Contract and agrees to abide by its terms and conditions. Take or mail your signed Reservation Application and a non-refundable deposit of \$200 per person, plus \$145 per person insurance premium if you are purchasing travel insurance offered by Image Tours, to the address on the Reservation Application.

**Travel Insurance .** Travel insurance is highly recommended and available from Image Tours for an additional \$145. This insurance covers cancellation for a covered reason (illness, death in the immediate family, etc) and also covers emergency and medical expenses that may be incurred on the trip. No Travel Deferral Benefit is available for groups. For a complete description of the Image Tours Travel Protection Plan, refer to [www.tripmate.com/wpF432i](http://www.tripmate.com/wpF432i).

**Final Payment** must be received by Image Tours prior to June 26, 2013. Please Note: Image Tours will not release Trip Documents for any participant for whom it has not received a signed Reservation Application and payment in full. Image Tours reserves the right to cancel a reservation for which it has not received payment by the due date, or for which it receives a check that is returned to Image Tours due to insufficient funds. Cancellation penalties will apply.

**Price Changes.** Prices are based on tariffs, taxes, and rates of exchange as they were known to Image Tours on the date of booking, and are subject to change without prior notice.

# Tour Contract

However, if the price increases by more than 6%, the participant(s) may, within seven (7) days from the date of notification of such increase, cancel with full refund.

**Price Guarantee.** Image Tours will guarantee the Tour Only price after receiving the deposit and Reservation Application. Image Tours guarantees the Tour and Air Inclusive price after the reservation is paid in full and tickets are issued. In order to guarantee the air price, Image Tours must issue the air tickets. Therefore, by submitting final payment for a tour and air inclusive reservation, clients are requesting that Image Tours issue the air ticket. Subsequently, if clients need to cancel or make a change, they will be responsible for the cancellation penalties stated under 'Cancellations' in this Tour Contract.

**Change Fees.** After Image Tours receives the deposit, all changes, including but not limited to departure/return date (when the tour date remains the same), departure/return city in U.S., arrival/return city in Europe, 'air and tour' to 'tour only' and vice versa, and spelling of participant's name, are subject to availability and acceptance by Image Tours and may result in an increase in your price. Changes must be submitted in writing, and if confirmed by Image Tours, the following change fees will apply, in addition to any applicable increase in your price:

- 1) Prior to final payment, \$50 per person
- 2) After final payment, all changes are considered a cancellation and re-booking and thus, are subject to the cancellation policies outlined under 'Cancellations' in this Tour Contract.

**Note: Tour changes (to a different tour date or itinerary), and name**

**changes (substitutions) are always considered cancellations/new bookings and are subject to the cancellation policies for that tour.**

**Cancellations.** Image Tours must receive written notification of cancellation. The date such notification is received by Image Tours will determine the applicable cancellation penalties. The following cancellation penalties apply and will be retained by Image Tours:

- 1) More than 50 days prior to participant's scheduled departure date,
  - a. Prior to final payment, \$200 per person plus insurance premium.
  - b. After final payment, \$200 per person plus any cancellation fees charged by the airlines and insurance premium.
- 2) From 49 days to 1 day prior to participant's scheduled departure date,
  - a. Without a medical statement, 50% of the total tour price plus all costs associated with the air transportation and insurance premium.
  - b. With a valid medical statement (see 'Medical Statement Requirements' in the next section), 30% of the total tour price plus any cancellation fees charged by the airlines and insurance premium.
- 3) Scheduled departure date and after, no refund.
- 4) No refund will be issued for any unused portions of a tour.

**Note: Cancellations must be done by room. Room type changes due to cancellation are subject to confirmation by Image Tours. In most cases, it will not be possible to confirm a change to a single room within 60 days prior to departure.**

## Medical Statement Requirements.

To be eligible for the refund provision under section 2) b of the above 'Cancellations' policy, it is your responsibility that Image Tours receives a valid medical statement within eight weeks of the date you were scheduled to leave. If, for any reason, Image Tours does not receive a valid medical statement within eight weeks of the date you were scheduled to leave, your cancellation will be processed in accordance with section 2) a of the above 'Cancellations' policy. A valid medical statement must meet all the following criteria:

- 1) Typed or legibly written on the letterhead (including the address and phone number) of an attending licensed physician (M.D.).
- 2) Signed by the physician.
- 3) State specific dates the passenger is unable to travel. These dates must include the entire duration of the scheduled tour.
- 4) State a specific, medical reason why the passenger was unable to travel, due to the illness of the participant or participant's travel companion; or death of the participant or participant's travel companion, or a member of participant's immediate family, namely, spouse, child, brother, sister, parent, in-law, grandparent, or grandchild.

## Baggage Allowances

- 1) Suitcase - Motor Coach Allowance: Each participant on the tour is entitled to one suitcase on the motor coach. The suitcase cannot exceed 62 total linear inches (length + height + width, excluding wheels and handles), cannot exceed 12 inches on the shortest of the three measurements, and cannot exceed 50 lbs. (23 kgs.) in weight. This applies throughout the tour (please be considerate of

## Tour Contract

the drivers and porters) and on your return trip as well. Therefore, if you plan to do some shopping, you will want to start the tour with a suitcase that weighs less than 50 lbs. The following are a few examples of common luggage sizes currently on the market that fit the luggage allowances:

28" x 18.25" x 11.25" (57.5" linear)

28" x 21" x 10.5" (59.5" linear)

29" x 21" x 11" (61" linear)

22.5" x 29.5" x 10" (62" linear)

29.5" x 20" x 12" (61" linear)



Baggage space on the coach is limited, and with a full complement of passengers we cannot comfortably accommodate more baggage. In fairness to all passengers, our tour managers are instructed to direct any participant with a suitcase exceeding the allowance to purchase a replacement bag on Day 2 of the tour and to leave the oversized bag behind or ask the hotel to ship it back home, entirely at the participant's own expense. If there is room on the motor coach for the oversized luggage, the tour manager may allow the oversized luggage on the motor coach, in which case the tour participant must pay the equivalent of \$5.00 per day to the tour manager at the beginning of the tour.

- If luggage weighs more than 50 lbs., the tour participant will be required to carry their own luggage between the motor coach and hotel room.
- 2) Suitcase - Airline Allowance: Airline baggage allowances may differ from the 'Motor Coach Allowance'. Airline baggage fee policies are changing frequently and are inconsistent between carriers. Airline baggage fees are not included and, if charged, passengers are responsible to pay any applicable baggage fees directly to the airline at time of check in. To minimize (and possibly avoid) baggage fees, Image Tours recommends you follow the same checked baggage allowance for air travel as outlined for the motor coach, namely one suitcase not to exceed 50 lbs. and 62 linear inches.
  - 3) Carry-on Allowance: Each passenger is entitled to one carry-on. The carry-on may not exceed 15 lbs. and must fit in the space under your seat on the motor coach. This space measures 17" x 14" x 8". In addition, each participant may carry a coat over their arm, a camera or small purse over their shoulder, and a magazine or book in their hand. Any carry-on item that does not fit under the seat of the motor coach will need to be carried on the tour participant's lap while on the motor coach, and therefore we strongly recommend consolidating your carry-on items within the measurements of 17" x 14" x 8".

**Baggage Loss or Damage.** Baggage loss or damage sustained while in the custody of an airline, hotel, bus company, or transfer company

is not the responsibility of Image Tours. Airline liability for passengers' baggage is stated on the passenger contract included in your final documents, or a statement can be found on file for inspection at the offices of the airline or on the airline's website. The airline's liability shall in no event exceed the actual loss incurred by the passenger, subject to proof of the amount of the loss.

1) What to do in case of damage or loss by an airline:

The participant must report the loss or damage immediately (while still at the airport) to the airline in question for two reasons:

- a) Most airlines require immediate claims or they will not accept them
- b) Insurance companies have the right to void any claim that is not reported immediately.

2) Baggage Insurance:

Image Tours recommends purchasing travel insurance with coverage for baggage loss, damage, or delay.

**Air Schedules.** Prices are based on using the most economical IATAN member carrier and air schedule, in Economy Class. Air schedules will be provided after the tour and air inclusive reservation is paid in full and tickets are issued. Airline baggage fees are not included and must be paid at the airport if charged by the airlines. Frequent Flyer Miles, luggage transfer service between flights, and pre-assigned seats may not be available. Air schedules are subject to change at any time, and cancellations by the tour participant due to changes in airline or changes in flight schedule will be subject to the cancellation conditions as outlined under 'Cancellations' in this Tour Contract. If you wish to request a specific schedule or airline, you will be responsible for any price increases, change fees, or additional penalties

## Tour Contract

and may not be eligible for airport transfers. When requesting Business Class air, expect to pay at least \$2,700 additional per person. Always check before purchasing tickets from another source. Image Tours does not recommend issuing air tickets until within 60 days prior to departure. Image Tours shall not be held liable for any penalties incurred from the cancellation or change of an air ticket purchased through another source, regardless of the reason.

### **Responsibility of the Airlines.**

The airlines are not held responsible for any acts, omissions, or events during the time the passengers are not on board their aircraft or conveyances. The passenger's contract in use by the airlines, when issued, shall constitute the sole contract between the airline and the passenger. Any and/or all transportation companies shall have or incur no responsibility for liability to any traveler aside from their liability as common carriers. Services performed and tickets issued by the air carrier are subject to rules and regulations relating to liabilities established by the Warsaw Convention and the terms and conditions of this contract.

### **Cancellation by Image Tours.**

Image Tours reserves the right to cancel a tour at any time for any reason, and its liability shall be limited to a refund in full of only those moneys it has received from or on behalf of the participant. If the participant has purchased the air ticket through any source other than Image Tours, it is his/her own responsibility to become familiar with the penalties and restrictions of the air ticket and, in the event of a cancellation or date change by Image Tours, Image Tours shall

not be held liable for any penalties incurred from the cancellation or change of the air ticket. Therefore, we recommend tickets purchased through another source not be issued until 60 days or less prior to departure. Cancellations by a group, due to insufficient group participation or for any other reason, will be subject to the cancellation penalties outlined under "Cancellations" in this Tour Contract.

### **Responsibility of Image Tours.**

Image Tours shall be responsible for supplying the services and accommodations offered in this brochure as they relate to the tour portion of the reservation. If such services and accommodations cannot be supplied due to causes beyond its control, there shall be no responsibility or liability. In this event Image Tours will use its best efforts to supply comparable services and accommodations, and all travel arrangements may be subject to alteration or cancellation at any time with or without prior notice for any reasonable cause. Such alterations will not be considered cause for cancellation by the participant(s), and the usual penalties will apply. Nor shall Image Tours be liable for any injury, loss, damage, accident, delay, irregularity, or expense arising from strikes, war, terrorism, weather or other acts of God, quarantines, sickness, governmental restrictions or regulations, or from any negligent act or omission of any individual, firm, or corporation furnishing air travel, sightseeing, hotel accommodations, ground transportation, or any other services in connection therewith, nor for any additional cost or expense due to disruption of advertised schedules, rates or services, or for any other cause beyond its direct control. Image Tours reserves the right to decline, to accept, or retain any person as a member of the tour at any time prior

to departure, or in the course of the tour, should such participant's health, mental condition, physical infirmity, or general deportment impede, in Image Tours' judgment, the operation of the tour or the rights, welfare, or enjoyment of other tour participants, and all resulting costs will be the responsibility of the participant. The acceptance by the participant of any travel plan or other service shall be deemed to constitute acceptance of these limitations of liability or responsibility. No representative, employee, or agent of Image Tours or contracted service providers are authorized to modify, waive, or in any way change the terms of this contract.

**Breach.** Image Tours and participant recognize and agree that a breach of this agreement or claim for damages by the other party arising from the services provided by Image Tours or during any aspect of a tour coordinated by Image Tours will be governed by the laws of the State of Michigan. The parties consent to the jurisdiction of the Courts of the State of Michigan, Kent County, in any such enforcement action and agree that Kent County Circuit Courts is the exclusive venue for any action arising out of services provided as a consequence of this agreement.

**Entire Agreement.** Other than as stated herein, the participant warrants that no promises or inducements have been offered for this agreement other than as set forth herein and that this agreement is executed without reliance upon any other promises or representations. No modification, termination, or attempted waiver of this Tour Contract shall be valid unless in writing and signed by the participant and an authorized agent of Image Tours against whom the same is sought to be enforced.