

CAROL SICBALDI

Carol's Moveable Feast

BOOKING TERMS & CONDITIONS

Booking a tour

Early reservations are recommended, since rooms at the unique properties we use are not confirmed until payment is made for private tours. For schedule trips, group sizes are limited. To reserve your trip, we require a deposit of **\$600 per person deposit** which can be made by check, wire, or Visa, MasterCard, Discover, or American Express credit cards for initial deposit. The balance of your payment is due by check or wire transfer 95 days prior to departure. Payments must be in USD. For immediate confirmation, you can call 1-877-6600738 and charge the initial \$600 deposit (higher deposits are required for custom tours, cruises, and other special trips). Each participant must submit a separate signed application form as well as a signed Release of Liability and Assumption of All Risks prior to departure. We must receive your signed reservation form, and deposit to confirm your reservation. Upon receiving it, we will send you a confirmation letter, detailed trip itinerary, and as well as information regarding travel insurance (see also below) and arrival/departure information.

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Upon receipt of your final payment a pre-departure information booklet will be sent to you including:

A clothing and equipment list

- ❖ A suggested reading list
- ❖ General information needed to prepare for your trip
- ❖ Meeting point and times

Instructions and final hotel and local contact list will be sent approximately 2 weeks prior to departure.

Please note: if your reservation is initiated within 30 days of departure a non-refundable rush booking fee of \$100 per booking will be charged.

Payment Schedule*

- *At time of reservation:* \$600 deposit, plus 50% of extensions/additional hotels or excursions unless noted.
- *95 days prior to departure:* Balance due.

For Private Customized Tours: a \$600 deposit is non-refundable in addition to any non-refundable deposits/payments made to hotels/boats etc. For private proposal, 50% of quoted rate is due upon agreement of itinerary to confirm hotels and guides.

* Payment schedules for cruises, private departures, extensions, and certain Special Events vary. These exceptions are clearly communicated and indicated on invoices. Prices are quoted in US dollars and all payments must be made in US dollars. All land payments submitted less than 15 days prior to departure must be by cashier's check.

Pricing

Prices quoted for most tours include: all accommodations as listed based on double occupancy; most meals; transfers and transportation from the meeting location to the drop off location; admissions fees to itinerary sites and museums; services of leader/guide throughout the tour; hotel taxes and service charges; handling of one reasonable size suitcase and one carry-on per person; gratuities except as listed below. Not included in quoted tour price are: air or train fares (unless part of the tour itinerary); gratuities for additional baggage assistance or alcoholic beverages; personal travel insurance; gratuities to driver, leader/guide, or boat-crew/trekking – crew members; cost of obtaining passports; visas (unless listed in confirmation packet as included); immunizations; arrival/departure airport or country taxes; meals not included in itinerary; items of personal nature; emergency evacuation.

Arrangements

Prices listed on the website are subject to change since the trip dates and prices are often published more than a year in advance. Between that time and the time of the trip's actual departure, we are occasionally faced with exceptional cost increases or currency fluctuations that we cannot absorb. We do everything we can to keep our prices the same as published. Quoted tour prices include planning, handling and operational charges and are quoted on the current rate of exchange and tariffs as of May 2019. In the event of a marked increase in foreign exchange or tariff rates, costs are subject to change. Tour costs are based on group rates and no refunds will be given for unutilized services for any reason whatsoever.

Single Supplement

Accommodations are based on double occupancy. A single supplement is paid by participants who specifically request single accommodations, subject to availability. If you are traveling alone and wish to share accommodations, we will try to match you with a roommate. However, if a roommate is not available, a single supplement charge will be added.

Cancellations & Refunds

If it becomes necessary for you to cancel your trip, the following fees will apply, computed as of the date of receipt of written cancellation notice, which can be sent by email or expedited mail and verified.

Cancellation Fee Schedule*

If you must cancel, the rates are as follows and note the fees due to Carol's Moveable Feast.

| DAYS PRIOR TO DEPARTURE | REGULAR DEPARTURES Cancellation Fees | SPECIAL /PRIVATE DEPARTURES * Cancellation Fees |
|--------------------------------|---|--|
| 126+ days | \$300 | \$600 + any non-refundable cost |
| 96-125 days | \$600 | 30% trip cost + any non-refundable cost |
| 61-95 days | 25% trip cost or \$1000 whichever is higher | 50% trip cost + any non-refundable cost |
| 31-60 days | 50% trip cost or \$2000 whichever is higher | 100% trip cost + any non-refundable cost |
| 0-30 days | 100% trip cost | 100% trip cost |

***Special Departures** Special departures include private/custom trips, boat-based trips, and special event trips such as cruises, private departures, extensions, and certain special events. These exceptions are clearly indicated in the detailed itineraries printed separately for each of these trips. Rates are based on group participation and no partial refunds will be given for unused trip arrangements for any reason whatsoever. If specific rooms/excursions etc. have been booked that are non-refundable these fees will be in addition to the cancellation fees outline. If non-refundable accommodations or excursions deposits have been booked with the guests' knowledge (verbally or in writing) these non-refundable fees will be on top of the cancellation fees. We recommend travel insurance upon booking.

Cancelled Trips

Whole Journeys reserves the right to cancel any trip prior to departure for any reason whatsoever, including insufficient signup or logistical problems that may impede trip operations. The refund of all tour payments received shall release Whole Journeys from any further liability. Carol's Moveable Feast must normally make substantial payments to its suppliers (hotels, transportation companies, etc.) far in advance of the scheduled embarkation date. If a trip is cancelled due to force majeure, acts of nature, war, labor strikes, earthquake, flooding, etc., Carol's Moveable Feast will promptly refund the portion of the trip cost not already advanced to suppliers and use its best efforts to recover and refund the balance as promptly as possible. However, Carol's Moveable Feast does not guarantee recovery of any or all of the advance payments made, and the use of best efforts to recover these payments will not include the institution of legal proceedings in foreign jurisdictions. Carol's Moveable Feast is not responsible for expenses incurred by trip members in preparing for a cancelled trip (eg. nonrefundable advance purchase air tickets, visa fees, inoculations,

equipment, etc.) or for any additional arrangements should the trip member have embarked on prior to the scheduled group departure date.

Guest Responsibility for Your Trip

Trip members have the responsibility to select a trip appropriate to their abilities and interests. Carol's Moveable Feast rates each trip with a Trip Level. Trip members are held responsible for being in sufficient good health to undertake the trip. Trip members are responsible for preparing for the trip by studying the itinerary and pre-departure information packets sent by Carol's Moveable Feast and for bringing the appropriate clothing and equipment as advised therein. It is expected of each trip member to act in accordance and with respect to the local custom, cultures and laws of the regions visited. The Trip Leader-Guide has the right to disqualify anyone at any time during the trip if he or she feels the trip member is physically or mentally incapable or if a trip member's continued participation will jeopardize the individual involved or the group. Refunds are not given under any circumstances. Carol's Moveable Feast reserves the right to accept, retain or decline any tour member at any time for any reason. Once you have been confirmed on a trip that requires a medical certificate signed by a doctor, normal cancellation fees apply if your doctor does not sign the certificate. It is vital that persons with medical problems make them known to us well before trip departure.

Privacy Policy and Photographic Release

Carol's Moveable Feast respects and values your privacy. We will never sell your address or private information. Carol's Moveable Feast reserves the right to take photographic or film records of any of its trips. Trip members should be aware that Carol's Moveable Feast may use any such photographic or film records for promotional and/or

commercial purposes, or joint marketing efforts with third parties, without remuneration to the trip member.

Travel Insurance

Travel insurance is necessary. Protect yourself against trip cancellation and other unforeseen incidents. Here are some well-established travel insurance companies:

www.insuremytrip.com

www.travelguard.com

www.travelinsure.com

Remember to inquire about worldwide trip protection and to book your travel insurance immediately after paying tour deposit.