

CHAMPLAIN TOURS

GENERAL INFORMATION

Office hours

Monday through Friday, 9:00 am to 5:00 pm
Closed Saturday and Sunday

The office is Closed Christmas Eve, December 24
and will reopen at 9:00 am on January 2

Contact

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Responsibility- Champlain Tours, Inc. of Burlington VT, assumes no responsibility or liability in connection with the services of any train, vessel, carriage, aircraft, motor or other conveyance which may be used wholly or in part, in performance of their duties to participants of any tour described on this website, neither will they be responsible for any act, error, or omission, or for any injury, loss, accident, delay or irregularity which may be occasioned by reason or default of any company or person engaged in conveying the passenger; or for any hotel proprietor, or for any other person engaged in carrying out the itinerary listed on this website.

While no significant changes are anticipated in the published tours, the right is reserved to alter the schedule or substitute hotels where and when considered advisable for the comfort and welfare of the tour participants. Any additional expenses incurred due to changes required owing to sickness, weather, strikes, war, quarantine, or other causes shall be the responsibility of the individual tour participant. Any dispute or controversy that might be the subject of any action in court shall be governed by the laws of the State of Vermont and shall be resolved through binding arbitration in accordance with the terms and conditions of Title 12, Vermont Statutes Annotated, Chapter 192

Payments For one-day tours, full payment is due with your reservation. For multi-day tours there is a deposit of 20% per person, unless a higher amount is specified. The due date for the balance will be announced on the bill. We accept cash, check, Visa, MasterCard, or Discover Card. All tour prices subject to change.

Registration Form Once you have received your packet, please complete the Registration form and return to Champlain Tours. If you do not, Champlain Tours cannot guarantee room requests, dietary needs, or other special needs.

Tour Cancellation Policy - All cancellations are subject to a \$5.00 per person cancellation fee plus any deposits that were made for you and are non-refundable. For cancellations received in our office 30 days up to the day before departure, a charge of \$15.00 per person, per travel day, PLUS any expenses that cannot be recovered, will be made unless a substitute(s) can be found. **All ticket prices are non-refundable.**

For all cancellations, if a substitute is found, a full refund will be made, with the exception of the \$5.00 per person cancellation fee. No Refunds will be given to persons who fail to show up for the tour the day of departure.

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Air/Cruise tour cancellation policy: Champlain Tours Cancellation policy is regulated by the Airlines, Cruise Companies, and Travel Agents with whom we have made travel arrangements, and we are bound to their cancellation policies. These conditions and penalties are different for each individual tour. All cancellations must be confirmed in written form. Cancellation Insurance is available through Travelex to cover these losses. With cruise lines, airlines and tour packagers, cancellation fees begin as early as 90 days prior to departure and increase up to the full amount of your trip, depending on the date of your cancellation. We highly recommend purchasing coverage, either through Travelex or another insurance source of your choosing. Other benefits, conditions and restrictions apply, so please read the Travelex Information thoroughly.

Any questions should be made directly to, and policies purchased directly from, Champlain Tours. As a courtesy to our clients, all claims will be processed through our office.

Tour Transfer Policy - There will not be any service charge for the transfer of monies from one tour to another if done 30 days or more prior to the tour departure date, unless there are non-refundable deposits made for this tour on your behalf.

If transfer of monies from one tour to another tour is made within 30 days prior to the tour's departure, the result will be a \$5.00 per person service charge, PLUS any monies that were prepaid on your behalf that cannot be recovered.

Objectionable Conduct - Champlain Tours, Inc. reserves the right to reject or terminate the participation of any tour member whose conduct is considered to be objectionable to the other members of the tour.

Baggage allowance & liability Baggage service is provided for some of our tours, but not all. Each person is allowed one large suitcase and one carry-on for each flight. The carry-on is to be handled by the traveler, who will assume full responsibility for it. Please mark all baggage with your name, address and phone number. Champlain Tours will provide luggage tags for your larger bag. Champlain Tours cannot assume liability for damaged or lost baggage. Insurance is recommended. On multi-day tours, carry-on bags must be stowed in the cargo bay under the bus. Travelers will be responsible for transporting these bags to and from the hotel.

Gratuities Tipping can be awkward for many people. For your convenience, a suggested guideline for tipping is as follows: **Tour Director** \$5.00/person/per day. **Driver** is \$4.00-\$5.00/person/day. **Local guides** \$1.00-\$2.00/person.

With all Champlain Tours packages, restaurant, hotel, and cruise line gratuities are already included.

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Children ages 6 years or older are welcomed on our tours. Please use your discretion and be sensitive to fellow travelers. Travel across borders will require a passport OR, a copy of a birth certificate and letter of consent from absent parent/guardian where applicable.

Impaired persons who are physically or mentally challenged are always welcome. We request the following for safe travel: The individual(s) are able to walk on and off of the coach on their own, and they need to be accompanied by a friend or a family member who will be responsible for them. There are a select number of motor coaches with a wheel chair lift. Please give Champlain Tours ample notice to reserve this option.

Food allergies that require special menu requests should be mentioned at time of tour registration.

On all tours, due to increased national security, we suggest you carry a government-issued photo ID (such as a driver's license). If, due to religious reasons, a photo ID is not available, a non-photo state issued ID or government-issued birth certificate is recommended.

Flower blossom, fall foliage tours are scheduled during the times each area holds their festivals, or at a time when the flowers/leaves are considered to be a good time for viewing.

Motorcoach seat rotation will be observed on overnight motorcoach tours. We cannot guarantee a seat in the front of the motorcoach for any traveler. Therefore, we have a system of seat rotation, which we feel is fair to everyone. For one-day tours and a few select overnight tours, we do not offer seat rotation. We cannot guarantee special requests.

While on tour, the Tour Director will be taking pictures that may be used by Champlain tours for promotional purposes. If you prefer not to be included in any pictures, please notify the tour director at that time.

Hotel rooms typically have two beds in a room; however, more hotels are offering king-size beds. Therefore, pending availability, married couples may be assigned a room with a king-size bed. If you prefer two double beds, please notify our office and/or indicate your preference on the Registration Form. If you wish to room three or four in a room, we cannot guarantee you will have any more than the two double beds, as some hotels do not offer rollaways. We have requested non-smoking rooms at each hotel. Should you desire a smoking room, please mark your reservation form or call our office.

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Travel insurance We strongly suggest you purchase cancellation insurance on the flying tours, cruises and overnight tours since the penalties can be high.

IMPORTANT NOTES ABOUT TRAVELER'S INSURANCE:

1. You must purchase the insurance **no later than two days** of departure.
2. **MEDICARE DOES NOT** cover expenses incurred outside the United States. Please check directly with your supplemental insurance company to find out if that company will cover those expenses. Typically, a temporary rider is used to cover unforeseen medical emergencies while out of the country.
3. Our travel insurance **DOES** cover medical costs, including pre-existing conditions.
4. Trip cancellation/delay coverage must fall under the following conditions: Loss of wallet, passport, quarantine, hijacking, civil disorder, natural disaster, weather (documented by airlines), or airline strike

Tour cooperation with other travel companies has allowed us to offer more travel options to you, both international and domestic. We are cooperating with familiar names in the travel industry: Tauck, Trafalgar, Collette, Insight, Brandon, and CIE Tours. We have had past experience working with these companies and feel comfortable recommending them to you. By cooperating with these companies, we are able to provide you with a more extensive list of destination choices than ever before. For some of these cooperative tours, a Champlain Tours tour director will not accompany the group. However, the travel company we are cooperating with will provide the tour director, who will meet you on arrival at the airport.

Required Travel Documents A photo ID is required when you check in at the airport for domestic travel. If you are a U.S. citizen and planning on traveling outside of the United States, after June 1, 2009, you will be required to carry a current passport, regardless of the mode of transportation.

Photo ID On all tours, due to increased national security, we suggest you carry a government-issued photo ID (such as a driver's license).

Proof of Citizenship This may be a government-issued birth certificate (with raised seal), along with a photo ID (such as a driver's license), a current passport, or enhanced driver's license.

Passports Beginning June 1, 2009, a Passport is required for departure from and entrance into the United States, regardless of the mode of transportation. If you do not have a current passport and need information on where and how to acquire one, you may check the internet at www.iafdb.travel.state.gov. This is a State Department website where you can insert your zip code, and you will be directed where to apply. If you do not have the internet, call our office for this information. Minors (under 16) traveling alone or in someone else's custody must present written authorization, signed before a notary, from the parent(s) or guardian, and they must also carry a passport. **When planning international travel, be sure your passport will be valid for at least six months after the return date of the tour.** If you are traveling abroad, better start preparing now. You may obtain the proper forms through the Clerk Of Court or at the local Post Office. You may also apply for a passport via the State Department's Web Site. Go to www.travel.state.gov/passport, click

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on "How to Get a Passport" and download application form DS-11. We also have Passport application forms in our office---for new or renewal---and we'll be delighted to send one to you. After downloading the form:

- Provide proof of U.S. citizenship, such as a birth certificate (new requirements, please see following link), naturalization certificate, or certificate of citizenship. http://www.travel.state.gov/passport/passport_5401.html
- Present proof of identity, such as a current driver's license or government ID, and your Social Security number.
- Bring two color passport photos
- Pay the fees: www.travel.state.gov/passport/fees/fees_837.html (All children, regardless of age, must have passports.)
- Take the forms to any passport acceptance facility, such as a local post office or county or municipal office. To find a nearby office, click on www.iafdb.travel.state.gov. If you are not a U.S. citizen or would like more information on border security, you might like to go on the internet to the U.S. government website at www.travel.state.gov or the Department of Homeland Security's website at www.dhs.gov. If you would like to acquire a passport or need to get an official government birth certificate, you can look on the internet at www.travel.state.gov or you can call our office, and we will send you information. There is now available a "Passport Card" for crossing the border between Canada, Mexico, the Caribbean and Bermuda, when traveling by land or sea. It is not sufficient for air travel across the border. Please see the website for additional information www.travel.state.gov and click on U.S. Passport Card.

Acknowledgment *I understand that this agreement with Champlain Tours contains an agreement to arbitrate. After consenting hereto, I understand that I will not be able to bring a lawsuit concerning any dispute that may arise which is covered by the arbitration agreement, unless it involves a question of constitutional or civil rights. Instead, I agree to submit any such dispute to an impartial arbitrator. Your partial or full payment or signature on the Champlain Tours Registration Form constitutes consent to all provisions of the conditions and general information listed here.*

****Champlain Tours cannot be held responsible for weather*
conditions which may affect the appearance of foliage, or the availability of
attractions while on tour.***

***Neither is Champlain Tours responsible for national security measures that govern
access to some attractions or monuments.***

Champlain Tours is not responsible for typographical errors.