

TERMS AND CONDITIONS-1.1.19

DEPOSIT, PAYMENTS, AND REGISTRATION A \$500.00 per person deposit is required at the time of reservation, with a completed reservation form. Full payment is due in our office at least 90 days prior to departure date. Payments made 90 days or less, prior to departure must be paid by cashier's check, money order, or personal check. No credit cards will be accepted. Please check your brochure for payment due dates and amount. Money orders and personal checks are accepted forms of payment at any time. You may also pay by major credit card with a signed authorization. Every reservation must be accompanied by a signed registration. Returned checks will incur a \$50 service fee. In case of misprint or billing error, we reserve the right to re-invoice participants with corrected billing. Alpha 2 Omega Travel offers cash discounts. Please see your brochure or itinerary for prices. A photocopy of the front page of your passport must be submitted to Alpha 2 Omega Travel at the time of tour registration. Tour deposits and payment deadlines are stated for each tour brochure and itinerary. Upon receipt of the deposits or payments, written confirmation (invoice/statement) will be sent. Receipt of deposit confirms your reservation. A registration deposit of \$500, a second deposit, and a final payment are typical procedure.

PRICING, COMPLETE PACKAGE, AND LAND ONLY TOURS Rates shown on the website and brochures are based on double or twin occupancy. All prices are shown in U.S. Dollars. Due to increased airline costs, airline tickets purchased after the group ticketing may cost more. **Tours include airfare (unless traveler is purchasing "Land Only" package), hotel accommodations as stated on tour itinerary and/or tour description, breakfast and dinner daily, all entrance fees on the itinerary, guiding fees, ground transportation while in tour destination country, tips to the following: tour driver, tour guide and hotel personnel, if so stated on your itinerary.** As all services are contracted and prepaid on a group basis, no refund can be granted for any accommodations, services or events, or unused meals. Airline tickets purchased by Alpha 2 Omega Travel on your behalf are **NON-REFUNDABLE**. You may possibly receive airline credit for your ticket. Tour pricing is based on a minimum number of travelers as stated on your tour brochure. A price adjustment may be necessary if fewer people travel. Alpha 2 Omega Travel reserves the right to cancel any group tour if minimum number of travelers is not reached. Adjustments to the final tour price, if necessary due to group size, will be made prior to departure. **LAND ONLY TOURS** Do not include any air transportation and is the sole responsibility of the traveler/customer to make their own arrangements. Transfers to and from the airport in your tour destination country are **NOT** included in Land Only costs. However, passengers arriving at the same time as the group traveling by air are more than welcome to join the group on the bus to the hotel. **TRANSFERS** Our programs include group round-trip transfers. Participants who choose to purchase a land only package and are arriving or leaving independently must transfer at their own expense. Expenses for transfers due to lateness of flights are at the expense of the passenger and may be claimed for reimbursement from the airlines. **EXCLUDED** Land transfers to and from US airports, personal items, telephone calls, in room bar items, laundry services, food, beverages or alcohol not included with breakfast or dinner, room service, lunch, optional activities, portage at airports, excess baggage fees and passport or visa fees.

TRAVEL INSURANCE We strongly suggest that you purchase travel insurance with trip cancellation and trip interruption coverage for unforeseen circumstances. Please contact a travel insurance company of your choice. Alpha 2 Omega Travel does not sell or offer any travel insurance in any of its tour packages.

FINAL AIRLINES AND HOTELS Flights and hotel information are issued after receipt of final payment and within 30 days of departure. Upon receipt of your documents, you are responsible to check your itinerary, spelling of your name, dates, times and other important information to ensure their accuracy. If final documents have any errors, it is the passenger's responsibility to contact Alpha 2 Omega Travel. All airline tickets will be received at the airport after passport verification. **HOTEL ACCOMMODATIONS** Hotel accommodations are based on twin or double occupancy. Alpha 2 Omega Travel reserves the right to substitute similar category hotels without prior notice. Single room supplement charges will apply where requested and available. All singles are subject to availability.

TRAVEL DOCUMENTS A valid passport is required for all travelers and must remain valid for 6 months beyond the completion of your tour. Cancellations due to lack of appropriate travel documents will have penalties and are the participant's sole responsibility.

PARTICIPATION and PICTURES Alpha 2 Omega Travel and its contracted suppliers reserve the right to deny acceptance or service to any person whose behavior is viewed to affect the operations of a tour, or negatively affect the pleasure or safety of the other participants. Alpha 2 Omega Travel, its agents, and suppliers shall be under no liability to any such person for refund or compensation. You are traveling with a group. Many people in the group, as well our company will be taking pictures, in addition to thousands of other people all around you. Many of our participants will post photos on social media, blogs, websites, etc. Our company may also place group photos on our website and social media accounts. Should you not wish to have your photo taken or placed on any type of social media account or website, you should keep yourself out of all areas of photography. We cannot control who is taking pictures and if you will be in the pictures. It is your sole responsibility not to have your picture taken if that is your preference, and we accept no responsibility in this matter. Company group photos are used for newsletters and group photo page on our website, and if you choose to have your photo taken with the group, you are giving us permission to use your photo.

CANCELLATIONS AND REFUNDS Cancellation requests must be in writing and mailed to Alpha 2 Omega Travel, P.O. Box 402128, Hesperia, CA 92340. Cancellations fees apply regardless of the reason. Cancellation terms will be applied based on the date that the written cancellation is received. Once airline tickets are purchased by Alpha 2 Omega Travel on your behalf, typically after the second payment is received, the ticket is **NON-REFUNDABLE**, and one may only receive airline credit for the amount of the ticket price in accordance with the airline policy. It is your responsibility to confirm that Alpha 2 Omega Travel has received your cancellation. Refunds will be issued within 60 days of receipt of written notice of cancellation under normal circumstances. In situations of global crisis, refunds will take longer. No change of names or substitutions is permitted.

Cancellation Refund Policy (amount to be withheld by Alpha 2 Omega Travel):

- Any time after tour registration: Administrative fee of \$250.00 and any credit card fees associated with processing your payment
- 61-90 days prior to departure: cost of airline ticket, and 50% of remaining tour cost
- 31-60 days prior to departure date: cost of airline ticket, and 75% of remaining tour cost
- 30 days or less prior to departure: No refunds will be given

AIR TRANSPORTATION All flights are in economy class. All travel is subject to the airline terms and conditions. Alpha 2 Omega Travel will use the best priced airfare available at the time of booking to work within the advertised price of your tour. Alpha 2 Omega Travel is not responsible for any cancellations, loss, delays, injury, illness, or expenses incurred due to actions made by the airlines. For any issues which arise in relation to airline service, complaints and compensation should be addressed to the specific carrier. Seats are assigned by the airlines for group participants. Please advise us of specific seat requests at the time of registration. We will make your request known to the airline. However, we cannot make any guarantees. Airlines have their own rules and guidelines for seating and simply because we book your flights does not mean that you are free from airline guidelines. Generally, each person will be allowed to bring one suitcase (62 linear inches, 50 lbs.), one carry-on bag (8" x 14" x 22", 40 lbs.- on most airlines) and one personal items. Please check with your specific airline for weight and size restrictions and the number of bags allowed. Tour buses can only accommodate one suitcase per person: one checked

suitcase or one carry on suitcase. You may not bring two suitcases. Alpha 2 Omega Travel is not responsible for the loss of, theft of, delay, or damage to a participant's luggage and belongings. Baggage fees imposed by the carrier is the responsibility of the participant.

DIETARY CONCERNS AND SPECIAL ASSISTANCE We will try and accommodate each special meal request on flights. Please advise us of such a request at the time of registration. Airlines have their own rules and guidelines for meals and drink. You will need to abide by those rules and guidelines. Hotels provide buffet meals. We cannot guarantee that special meal/diet requests can be met. Hotels also have their own rules and guidelines for service in their dining rooms and you must adhere to their rules and guidelines. **SPECIAL ASSISTANCE** Please advise Alpha 2 Omega Travel of any disability requiring special attention at the time of registration. We make every effort to accommodate disabled passengers by reserving for them wheelchair assistance at airports and handicap accessible rooms where available. However, we cannot guarantee and are not responsible for any denial of services by carriers, hotels, restaurants, or other independent suppliers. Be aware that our tours are operated outside the U.S. where the Americans with Disabilities Act does not apply. We make every effort to provide an individual aid for those with disabilities. However, there may be an additional fee for a personal assistant each day while touring. A qualified and physically able companion(s) must accompany travelers who need special assistance. It is the passenger's responsibility to arrange for such assistance prior to making their reservations. Personal motorized scooters can be used. **YOU MUST BRING YOUR OWN WHEELCHAIR AND IT SHOULD BE STURDY AND USBABLE FOR VARIOUS TERRAINS.** Alpha 2 Omega Travel is not responsible for any medical condition that occurs prior, during or after the tour. Additionally, airlines are not able to guarantee assistance for disabled travelers including special seating. Pregnant and breast-feeding passengers considering international travel should be advised to evaluate the potential problems associated with international travel as well as the quality of medical care available at the destination and during transit. Access for touring is limited with the use of a cane, walker, wheelchair, or motorized scooter. However, there are tour options for those with disabilities.

DENIED REGISTRATION/JOINING AND PARTICIPATING IN A TOUR There are times that Alpha 2 Omega Travel must decline allowing someone to join a tour. If we have knowledge regarding a person's negative demeanor, either from knowing them personally, being informed by the tour host or organizer, or because they previously traveled with us and we witnessed their demeanor and attitude with the group, management, vendors, and any organization or establishment to which the group utilized, such a person would likely be denied access to joining another tour. Each tour is clearly documented by each day's activities and stringent records are kept regarding participants behaviors and comments. We also have access to all vendors logs for documentation purposes. Alpha 2 Omega Travel must do what is best for the group, even if it means denying someone to join. There are also times that after a person has registered for a tour that they will be removed from the group prior to departure if their behavior so warrants.

POST TOUR INQUIRIES After returning from your trip, if you wish to inquire about any services provided, please ensure that all correspondence is received by Alpha 2 Omega Travel within 5 days of the tour completion date. This will enable us to make a well-timed inquiry. It is nearly impossible to accurately obtain information about your tour from vendors and suppliers who are dealing with thousands of clients each day if we cannot inquire immediately.

COMPANY INFORMATION Transactions are covered by the California Travel Consumer Restitution Fund (TCRF). Passengers may file a claim with TCRF if the passenger is owed a refund of more than \$50 for transportation or travel services which the seller of travel failed to forward to a proper provider or such money was not refunded to you when required. The maximum amount which may be paid by the TCRF to any one passenger is the total amount paid on behalf of the passenger to the seller of travel, not to exceed \$15,000. A claim must be submitted to the TCRF within 12 months after the scheduled completion date of the travel. A claim must include sufficient documentation to prove your claim and a \$35 processing fee. Claimants must agree to waive their right to other civil remedies against a registered participating seller of travel for matters arising out of a sale for which you file a TCRF claim. You may request a claim form by writing to: Travel Consumer Restitution Corporation; P.O. Box 6001; Larkspur, CA 94977-6001. Passengers purchasing from outside of California are not covered by the Restitution Fund. Alpha 2 Omega Travel has a bond issued by The Bond Exchange in the amount of \$10,000.

ACCOUNTABILITY CLAUSE Alpha 2 Omega Travel acts as a tour operator. The suppliers providing transportation, sightseeing arrangements and hotel accommodations for the tour program are independent contractors and are not agents or employees of Alpha 2 Omega Travel. By utilizing the service of the suppliers, you agree that Alpha 2 Omega Travel will not be liable for any change in flight or itinerary schedule, strikes, delay, acts of governments, fires, riots, theft, pilferage, epidemics, pandemics, quarantine, medical or customs regulations, accident, loss, injury, or damage to you or to those traveling with you in connection with any accommodations, transportation or any other services or resulting directly or indirectly from any occurrence or conditions beyond its control, including defects in vehicles, breakdown in equipment, thefts, delay or cancellation of or changes in itinerary for any act, omission, or event during the time you are on board the aircraft or vehicle. Neither Alpha 2 Omega Travel and/or agents of the airlines concerned are to be held responsible for the late arrival of passengers at airports or hotels due to inclement weather, nor are they to be held liable for payment or any refund for transfers or unused hotel accommodations or meals occasioned by such late arrivals at the hotels holding rooms as confirmed itineraries. Passengers must bear all such losses or expenses. Please be advised that from time to time, a tour departure may be cancelled due to lack of participation. In such case, the operator's sole responsibility is to provide a refund, minus any credit card fees associated with your account. If your tour must be rescheduled, we will also offer other available tours dates to participants. If you have begun paying deposit and payments toward your tour and choose to cancel your registration due to new tour dates, all cancellation fees will still apply. If you choose to reschedule with the rest of your group, your funds will be applied to the new tour dates. If you have paid in full and your tour must be rescheduled, and you choose not to travel at the time of the new tour dates, a \$250 administrative fee will be withheld by Alpha 2 Omega Travel, in addition to \$250 withheld from each agent associated with booking your tour in the destination country or countries, and all cancellation fees will apply. We will make every effort to recover any funds that might possibly be available to you. However, we cannot make guarantees as your funds have been paid in full to all suppliers by 30 days prior to departure. Should you choose to reschedule, all monies you have paid will be applied to the new tour dates. Cancellations due to state travel advisories and/or state travel warnings, Acts of War, War, Terrorism, Acts of God, Natural Disaster, epidemics, pandemics or any other circumstance outside the control of Alpha 2 Omega Travel, are not the fault of Alpha 2 Omega Travel. Great effort will be made to accommodate travelers to another trip or to revise an itinerary. However, cancellation for any of these reasons will not be eligible for refund and you should expect that cancellation fees will apply. Every effort will be made to follow the itinerary. However, an itinerary is a suggestion of the tour, rather than an agreement of places to be visited. At times, local religious and national holidays, conditions of traffic and other events may require changes in the order of sites or the omission of certain sites. Participant safety on tours operated by Alpha 2 Omega Travel may have certain risks and dangers arise beyond our control including, but not limited to, hazards in undeveloped areas; travel by aircraft, automobile, train, boat, or other means of transportation; the acts of nature, political unrest and illness or accident in areas without means of immediate evacuation or medical facilities. Alpha 2 Omega Travel does not have liability which provides medical care or the sufficiency of any care that may be received. Alpha 2 Omega Travel is not responsible for reimbursement for cities/sites deleted from the itinerary due to circumstances beyond its control. Terms and conditions are subject to change without notice, and it is your responsibility to keep record of the most current terms and conditions. Terms and conditions can be found at alpha2omegatravel.org.

PUBLISHING DISCLAIMER Alpha 2 Omega Travel is not responsible for typographical errors, misprints, or prior published terms and conditions advertised via website, tour host, and print, including misprints relating to trip costs. We reserve the right to correct or modify billing at any time.