

# TRINITY VIP TRAVEL

120 2nd Street Orlando FL, 32824

Office: 352-597-4822 / 813-788- 6686 \* Emergency: 407-860-5118

*Dear Clients,*

We appreciate your business and **THANK YOU** for booking all your travel needs with us!

All tours, including casino trips, **require** you to have STATE or FEDERAL issued photo identification.

Gambling tours require guests to be 21 YEARS OF AGE at the time of departure.

**PARKING IS AT YOUR OWN RISK.**

Trinity VIP Travel and/or the proprietors of these locations, are **not** responsible for damage, theft, or towing of any vehicle.

## COACH GUIDELINES:

- Electric scooters are permitted and must weigh 50lbs or less. Office must be notified in advance.
- Oxygen tanks are allowed on board or underneath the bay and must be contained and secure.
  - There is no electrical accessibility for them. Office must be notified in advance.
- Light blankets and small pillows are permitted.
- Light snacks are permitted on board. All liquid containers require a top.
- No food or remnants thereof should be left on the coach. No leftovers from meals are allowed.

## COACH ETIQUETTE:

- There is a restroom on the coach that is refreshed on a limited basis, please be courteous of others.  
*For your convenience, there is a restroom stop every 2 ½ to 3 hours.*

**If you have an emergency that you feel uncomfortable using the restroom on the motor coach, PLEASE notify your Tour Director and they will ask the Driver to stop and the nearest and safest location with a restroom.**

- For the convenience of the person behind you, please be mindful of your seat's reclined position.
- For exiting the coach, departures are rotated side to side, front to back, or as directed by your tour director.
- Please be courteous of others during quiet times and movie showings.

**The coach driver has the right to refuse and/or remove any passenger of the tour for the safety and comfort of other passengers.**

**Each fare represents one seat only. Federal law prohibits smoking, alcohol, and firearms on any coach.**

## OVERNIGHT HOTEL STAYS:

When traveling with Trinity overnight, you **do not** need to check in or out of the hotel. We will take care of the check-in and check-out procedures on your behalf. This includes express check-outs and check-outs via in-room television. Expenses **NOT INCLUDED** in your trip costs are gratuities and hotel incidentals including but not limited to: phone calls, mini bar, and room service.

**PLEASE PAY ALL INCIDENTALS BEFORE YOU DEPART FROM THE HOTEL.**

## CANCELLATIONS & REFUND POLICY:

It is **highly recommended** that you purchase private travel insurance such as Allianz, Travel Guard, or AAA.

- Any tours cancelled by Trinity VIP Travel will result in a **FULL REFUND** (less 3% credit card fee if applicable).
- Day trips/tours are **non-refundable**.
- All tours must be **cancelled 30 days prior to the date of departure** to receive a refund (less 3% credit card fee if applicable) unless a **CANCELLATION WAIVER** is purchased.
- If your roommate cancels the tour, you will be subject to a single supplement upcharge.

**CANCELLATION WAIVER PROTECTION (available for tours up to \$350 per person ONLY):**

**The Cancellation Waiver is \$15.00 per person and is NON-REFUNDABLE 30 days prior to departure date.**

Rooms at double/triple occupancy **require all parties** on the reservation to purchase the waiver.

**The Cancellation Waiver guarantees:**

**A REFUND OR CREDIT, for cancellations made with a live representative BEFORE 5 business days prior to departure date. (less 3% credit card fee (if applicable) and waiver fee).**

**\*Guests MUST speak with a live representative during normal business hours**

**(Monday through Friday, 9am – 5pm) to confirm cancellations\***

**RESERVATIONS CANCELLED WITHIN 5 BUSINESS DAYS OF DATE OF DEPARTURE ARE NON-REFUNDABLE**

*Trinity VIP Travel reserves the right to cancel and/or change any tour, itineraries, or pick-up locations without notice.*

*All vendor terms and conditions apply. Management Reserves All Rights.*

**Thank you for choosing Trinity VIP Travel; Happy Touring!**

## DISCLAIMER / RESPONSIBILITY STATEMENT

Trinity VIP Travel acts only as an agent for the various independent suppliers that provide hotel accommodations, transportation, sightseeing, activities, or other services connected with this tour/trip. Such services are subject to the terms and conditions of those suppliers. Trinity VIP Travel and their respective employees, agents, representatives, and assigns accept no liability whatsoever for any injury, damage, loss, accident, delay, or any other incident which may be caused by the negligence, defect, default of any company or person in performing these services. Responsibility is not accepted for losses, injury, damages or expenses of any kind due to sickness, weather, strikes, hostilities, wars, terrorist acts, and acts of nature, local laws or other such causes. All services and accommodations are subject to the laws and regulations of the country in which they are provided. Trinity VIP Travel is not responsible for any baggage or personal effects of any individual participating in the tours/trips arranged by Trinity VIP Travel. **Individual travelers are responsible for purchasing a travel insurance policy, if**

**desired, that will cover some of the expenses associated with the loss of luggage, personal effects, medical expense, etc.**

Contact our office for more information about travel insurance.

**Trinity VIP Travel is registered with the state of Florida as a Seller of Travel #38447 - IATAN AND CLIA ACCREDITED**

**GOD #1 ♦ CUSTOMER #2 ♦ STAFF #3 - WE ARE TRINITY!**