

All checks should be made payable to:

PRO MULTIS MEDIA
12671 Arletta Cir
Garden Grove CA 92860-6012

DEPOSIT AND REGISTRATION

A non-refundable \$350 per person deposit is required at the time of booking before November 20, 2016 with a completed reservation application along with a copy of your passport. Fax, internet, e-mail, or phone reservations are welcome. Deposit in full must be received within five (5) days of booking or reservation will be cancelled. Full payment is due by June 15, 2016 to receive the \$200.00 discount. If using the Payment Plan, full payment is due by October 1, 2016. If a booking is made within 60 days of departure, full payment is required at the time of booking. If payment is received less than 30 days before departure, please include a \$100 late fee. Packages shipped outside of the USA will incur additional shipping charges. All postmarks on payment mail-ins apply.

FORM OF PAYMENT

For payment mail-ins...only personal checks are accepted and are acceptable if received more than 60 days prior to departure date. Pro Multis Media also accepts PayPal payments (send to: matt@promultismedia.com). You may also make Direct Credit Card Payments to Pro Multis Media (American Express, Discover, Visa and Master Card) via a PayPal invoice that we will email to you and which you can pay online. We can take credit card payments over the phone. Both PayPal and Credit card payments incur an additional 4.2% fee. Every reservation must be accompanied by a signed application. Returned checks will incur a \$50 service fee.

PRICE GUARANTEE

We can only guarantee prices when and if the trip is paid in full. Rates shown on website are based on double or twin occupancy and are as per each program's inclusions show. All prices are shown in U.S. Dollars. There is no price guarantee for any payments received less than 60 prior to departure.

NOT INCLUDED

Items of a personal nature, such as telephone calls, mini bar, laundry, food, beverages or alcohol not included and not on regular d'hote menu (these extra items will be billed to you before leaving the hotel or restaurant); room service, and optional activities. Also not included are Portage at airports, excess baggage fees and passport or visa fees. Airport taxes are NOT included in our tour packages unless indicated.

PASSPORTS, VISAS & TRAVEL DOCUMENTS

A valid US passport is required for travel for US citizens. If you do not have a valid passport, please contact your closest passport office or see Passport Information. Passports must be valid at least 6 months after return date. US or Canadian citizens do not need to obtain visas for the countries we offer. For all other nationalities please consult the country of travel's consulate. When and if visa is required, it is the passenger's responsibility to obtain one. Cancellations due to lack of appropriate travel documents will incur usual penalties.

FINAL DOCUMENTS

Final documents are issued upon receipt of final payment only and within 3 weeks of departure. Documents are not guaranteed if final payment is not received on time. Upon receipt of your documents you are responsible to check your itinerary, spelling of your name, dates, times and other important information to insure their validity. Should your final documents have any errors, it is the passenger's responsibility to contact Pro Multis Media.

PARTICIPATION

Pro Multis Media, Excelsior Tours and suppliers contracted for services reserve the right to refuse to accept or retain any person whose behavior is deemed likely to affect the smooth operations of a tour, or adversely affect the enjoyment or safety of other passengers. Pro Multis Media, its agents, and suppliers shall be under no liability to any such person for refund, compensation, repatriation or any other matters arising.

CANCELLATIONS AND REFUNDS

Once a deposit or partial/full payment has been made, cancellations will only be accepted in writing with regular mail or email. Cancellation terms will be applied based on the date that the written cancellation is postmarked or date on email. In addition to a \$250 per person administration fee, the following charges apply if a cancellation is made before departure (per person of total tour price):

60 - 46 days prior to departure 25%
45 - 31 days prior to departure 50%
30 - 16 days prior to departure 75%
15 days prior to departure or less - no refund

Additionally, once tickets are issued (approximately 4-6 weeks prior to departure) the ticket value is non-refundable. Requests for a refund must be in writing (mail, fax or e-mail). Phone calls cannot be used as a form of cancellation. Refunds will be issued within 30 to 60 days of receipt and pending return of airline tickets and receipt of written notice of cancellation. Refunds for payments made by credit card are subject to an additional 5% fee. No change of names or substitutions are permitted. No refund or cancellation fees will be waived due to death or sickness.

TRAVEL GUARD TRAVEL INSURANCE

Excelsior Tours suggests the purchase of Traveler's Insurance. We use several agencies in the USA and Ecuador. Or, you can contact an agency on your own. Please contact us for more information.

AIR TRANSPORTATION

Air transportation is in economy class on IATA-approved carriers. Ticketing must be completed no later than 14 days prior to departure. Fares are based on levels in effect at the time of printing and prices and schedules are subject to change without notice. All travel is subject to the airlines terms of carriage. Pro Multis Media 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.

AIRPORT TAXES, FEES & FUEL CHARGES

Airport taxes (approx. \$200-\$600) are NOT included in our tour packages unless otherwise indicated. Airport taxes are based on departure city and government fees which are subject to change until tickets are issued (airport taxes include Federal Inspection Fees for the U.S. Customs and Immigration; International Air Transportation Tax; Agricultural tax; security fees, and other airport related taxes). Airport taxes are collected at the time of final payment and paid to the airlines on your behalf at the time of ticketing. Please note that unless airline ticket has been paid for and issued, airport taxes are subject to change.

SEAT ASSIGNMENT

Random seats are assigned for all group participants. If you would like to secure a specific seat, or sit with a travel companion please advise us of such request at the time of booking, we will make an effort to accommodate you, however we cannot guarantee. If you must have specific seat we recommend you to be at the airport at least three hours prior to departure and arrange the seat assignment with your airline's gate agent. Bulkhead and exit row seating can never be requested prior to the day of departure. Pro Multis Media can never guarantee specific seats, which are at the discretion of the airline & are pending availability, subject to aircraft/seat map changes.

LAND ONLY

We understand that customers may want to arrange for their own international flights into our starting destination. The international air tickets we offer are not mandatory but we suggest booking with us because of convenience, traveling with other Pilgrims, and assurance that no part of the land portion of the tour will be missed. If you do arrange your own tickets, please submit to us in writing your arrival information and our representative will pick you up at the airport and check you into your hotel. From time to time, a tour may be canceled due to non-materialization.

HOTEL ACCOMMODATIONS

Hotel accommodations are based on twin-bedded or double rooms. Pro Multis Media and

Excelsior Tours reserve the right to substitute similar category hotels without prior notice.

PRIVATE ROOMS and SINGLE SUPPLEMENT

A limited number of single rooms is available (on request basis only) at the supplement price. We are happy to arrange for a roommate for passengers if requested and if possible. If a roommate is not available and you are traveling alone, you will be paying the extra private room and single supplement charge.

TRIPLE ROOMS

In some hotels triple accommodation is possible. However, it is not recommended due to pace of our pilgrimage schedule. It's a challenge to open up all 3 suitcases and everyone's hand luggage; take showers and be on the move within appropriate time.

MEALS

Our trips include two meals per day (breakfast and either lunch or dinner) which are served at your hotel or local restaurants. We will offer wine and beer with our dinners. In case you chose not to have a meal, there is no refund for unused meals. Although we cannot guarantee, we will try and accommodate each special meal request on flights as well as at hotels. Please advise of such a request at the time of booking. We cannot guarantee that special meal/diet requests can be met.

BAGGAGE

Each tour participant is permitted to bring one checked suitcase, one small carry on bag (8" x 14" x 22"), and one personal item (i.e. purse, laptop case). In general, the airlines permit 1 checked bag weighing up to 50 lbs (23 kg) and maximum dimensions of 62 in (158 cm) calculated by adding the length + the width + the height of the bag. Please check with your specific airline to verify the size and weight allowances. Pro Multis Media is not responsible for the loss of, theft of, delay, or damage to a participant's belongings.

RESPONSIBILITY CLAUSE

Pro Multis Media uses the services of Excelsior Tours which 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 Pro Multis Media or Excelsior Tours. By utilizing the service of the suppliers, you agree that Pro Multis Media and Excelsior Tours will not be liable for any change in flight or itinerary schedule, strikes, delay, acts of governments, fires, riots, theft, pilferage, epidemics, 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. Pro Multis Media, Excelsior Tours and/or agents of the airlines concerned are not 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. To guard against unforeseen health or other circumstances, we recommend you purchase medical travel insurance. Pro Multis Media and Excelsior Tours are not responsible for circumstances beyond their control. In circumstances where trip cancellations resulting from the inability for trip to depart as scheduled, such as cancellations due to acts of war and/or terrorism, war, God, or nature takes place, Pro Multis Media and Excelsior Tours are not liable for restitution. Though every effort will be made to follow the itinerary, it should be considered as an indication of the tour, rather than a contract of places to be visited. Occasionally local religious holidays, national days, traffic conditions and other events may necessitate changes in the sequence of visits or the missing of certain visits. We will have daily Mass and strive to be in places as indicated. However, sometimes this is not possible as the site may not be available for Mass or itinerary changes are forced upon us. In this case an alternative site for Mass will be arranged.

SPECIAL MEDICAL CONDITIONS THOSE WHO NEED SPECIAL ASSISTANCE

You must report any disability requiring special attention to Pro Multis Media at the time of registration for any tour. 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 all of our tours are operated outside the U.S. where the Americans with Disabilities Act is not applicable and facilities for disabled individuals are limited. Most transportation services, including the touring motor coaches, are not equipped with wheelchair ramps or lifts. We regret that we cannot provide individual assistance to any tour participant for walking, dining, while in their room, on flight, getting on and off motor coaches and other vehicles, or other personal needs. 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. Motorized scooters are unsuitable and impossible to accommodate. Pro Multis Media and Excelsior Tours are not responsible for any medical condition that occurs prior, during or after the tour. Additionally, airlines are not able to guarantee or provide assistance for disabled travelers including special seating. Pregnancy, Breast-Feeding, and Travel Pregnant women 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. A pregnant woman is advised to travel with at least one companion; during her pregnancy, her level of comfort may be adversely affected by traveling.

YOUNG TRAVELERS

Travelers who are less than 18 years old on the departure date must be accompanied by an adult. Due to heightened security, many countries have adopted practices to prevent international abductions of children. If a child will be traveling with adults other than the parents or with only * one parent, you will need

a notarized letter be written by the parents or non-traveling parent granting authorization to travel including the dates of travel. We also suggest that you contact the appropriate consulate and airlines because they may have additional requirements. For the purposes of Pro Multis Media and Excelsior Tours trips, an infant is defined as a child who is defined as anyone between the ages of 24 months and 11 years for the entire duration of their trip.

SAFETY

Please be aware that during your participation on tours operated by Pro Multis Media and Excelsior Tours, certain risks and dangers may arise beyond our control including, but not limited to, the hazards of traveling in undeveloped areas; travel by boat, train, automobile, aircraft or other means of transportation; the forces of nature, political unrest and accident or illness in remote regions without means of rapid evacuation or medical facilities. Pro Multis Media and Excelsior Tours do not have liability regarding provisions of medical care or the adequacy of any care that may be rendered. Pro Multis Media and Excelsior Tours are not responsible for compensation for cities/sites omitted from the itinerary due to circumstances beyond its control.

PHYSICALITY OF OUR TOURS

Please note that almost all destinations serviced by Excelsior Tours require physical fitness and a lot of walking, sometimes up/or down the hills and at times very rough terrain. You may certainly stay behind for certain parts of the journey, however, it is suggested that 3 to 4 weeks before your departure one should begin preparing physically begin walking "briskly" 1-2 times a day; build up to 2-3 miles with no discomfort.

TOUR CANCELLATION BY OPERATOR

Be clearly 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 full refund. Pro Multis Media and Excelsior Tours are not responsible and do not assume responsibility for any additional costs or any fees relating to the issuance and /or cancellation of air tickets or other arrangements not made through Pro

Multis Media and Excelsior Tours.

Cancellations due to state travel advisories and/or state travel warnings, Acts of War, War, Terrorism, Acts of God, Natural Disaster or any other circumstance outside the control of Pro Multis Media and Excelsior Tours, are not the fault of Pro Multis Media and Excelsior Tours. Great effort will be made to accommodate traveler to another trip or to revise itinerary, however, cancellation for any of these reasons will not be eligible for refund.

Any questions? Call in the USA at 866.503.1579 or 714.703.1579 or info@goodsucceessevents.com