

## Terms & Conditions

**DEPOSIT PAYMENTS:** A non-refundable land deposit of \$250 per person is required for coach tours, \$150 per person for self-drive and city vacations. Deposits are required within 5 days of making the reservation. Early booking discounts require higher deposits.

**CREDIT CARD PAYMENTS:** We accept most major credit cards and debit cards.

If you are using the services of a travel agent, your agent needs to provide us with the card holder's information, including billing address and must have the card holder's signature on file. Your online transactions are secure and all payment details are entered on a secure page and transmitted over Secure Sockets Layer (SSL). As an additional security measure we require CVV2/CVC2 verification on all credit card and debit card transactions.

**FINAL PAYMENTS:** Full payment must be made no later than 70 days prior to departure date for coach tours and self-drives. CIE Tours accepts payment by check or major credit cards. Canadian clients may pay by a Canadian check drawn on a U.S. bank, money order in U.S. dollars or credit card. If payment is not received as scheduled, the reservation will automatically cancel and deposit payment become forfeit.

**LAND REVISION FEE:** Any revision to land arrangements made after the original booking has been processed will incur a \$50 handling fee per booking. If clients cancel from one tour and rebook on another tour or another date, a cancellation fee may apply. We cannot accept revisions within 14 days of departure or once we have issued documents.

**LAND CANCELLATIONS:** Penalties per person apply:

70 days prior to departure Forfeiture of deposit

69 – 46 days 25% per person

45 – 8 days 35% per person

7 – 1 days 50% per person

On day of departure 100% per person

**B & B CANCELLATIONS:** When open B & B vouchers are purchased from CIE Tours and accommodation is booked directly by you with homeowners, it is your responsibility to cancel such reservations directly with Bed & Breakfast Ireland's website or homeowners in the event that vouchers are canceled with CIE Tours.

**AIR CANCELLATIONS:** Many airfares require instant purchase and are non-refundable. No refund can be made for non-refundable airfares. As each airline's cancellation conditions vary; details should be requested at time of booking.

**NOTIFICATION OF CANCELLATIONS:** All cancellations must be advised in writing (by mail, fax or e-mail) to CIE Tours and Fratelli and Company, GTC prior to tour departure during normal business hours (9:00 am to 5:00 pm ET, Mondays through Fridays). Notification shall be deemed to have taken place on the date of receipt of such written notification by CIE Tours. It is the client's responsibility to ensure that any notification of cancellation is received by CIE Tours. Minimum cancellation penalty is the deposit amount.

**TRAVEL PROTECTION PLAN:** CIE Tours' travel protection plan is intended to safeguard your travel investment and your well-being while on vacation. Policy coverage only becomes effective upon receipt by CIE Tours of the premium, which is required with the trip deposit. (We automatically include the cost on your invoice as the premium must be paid at time of deposit. If you decide not to purchase coverage, deduct the premium from your payment.) Once you pay the premium, we will send a certificate of insurance with your final documents. This benefit covers only those travel arrangements purchased from CIE Tours. Please ensure you read page 107 for overall conditions, benefits and exclusions. THIS PLAN IS HIGHLY RECOMMENDED.

**AIR TRANSPORTATION:** CIE Tours has selected airfares that are most suitable when combined with our land arrangements. As airfares, fees and taxes change frequently, they are not printed in this brochure but are available on our website or call our toll-free number. Airfares are guaranteed once they have been paid and ticketed. You must ensure that the name on the CIE Tours' invoice matches the passport as corrections or changes requested after reservation has been made are subject to cancellation or change fees. CIE Tours cannot issue copies of airline tickets for clients with frequent flyer programs.

**TRAVELERS WITH SPECIAL NEEDS:** Clients who require particular assistance must advise CIE Tours at time of booking and must travel with a qualified travel companion. CIE Tours drivers and guides cannot provide individualized help for walking, getting on/off motor coaches or other personal needs. As coaches are not equipped with wheelchair ramps, all tour members must be able to mount 3 or 4 steps into coach. Motorized scooters are unsuitable for touring. CIE Tours and are not responsible for denial of services by carriers, hotels, restaurants, or other independent suppliers, nor any additional expenses incurred. Due to space restrictions, passengers wishing to take wheel chairs, oxygen tanks, walkers or other assistive devices must send a request in writing for approval. CIE Tours reserves the right to remove any individual from a tour who has not provided the advance notification.

**COACH TRANSPORTATION:** Coach tours are usually operated by 48 seat motor coaches. When passenger numbers are low, a smaller coach may be used. Client seating is rotated daily to allow everyone to sit towards the front of the coach

**ACCOMMODATION:** Land arrangements are provided as described in each tour program. CIE Tours reserves the right to substitute hotels for accommodations in similar categories. Accommodation in B&Bs (farmhouses, town and country homes) is clean, comfortable and includes private bathrooms.

**VISITS, ENTERTAINMENT, ITINERARIES AND OTHER FEATURES:** CIE Tours reserves the right to substitute visits, entertainment and other features when establishments are closed or cannot be visited for reasons beyond our control, or for the general convenience of the group.

**CIE TOURS CANCELLATIONS:** If it becomes necessary to cancel a coach tour prior to departure, CIE Tours will offer the next available date at no additional land cost or will make a full refund of all monies paid to CIE Tours. CIE Tours cannot accept responsibility for any additional costs or fees relating to such a tour booking or for any cancellation penalties due to non-refundable airfares, unless ticket is purchased from CIE Tours.

**GUARANTEED COACH TOURS:** Due to events beyond our control, it may be necessary for CIE Tours to cancel a guaranteed coach tour. Under these circumstances we will offer either the next available date at no additional land cost or 100% refund of all payments made to CIE Tours. In addition, we will reimburse or absorb documented airline penalties/fare changes not exceeding \$250 per person, even if the air is purchased independently.

**LUGGAGE:** Handling of one piece of luggage per person is included in the cost of all coach tours. Size should not exceed 30 x 20 x 10 inches and weight should be under 50 lbs. Luggage is carried at owner's risk throughout the tour unless insured. Trunk space in self-drive cars is limited so pack lightly, preferably using soft-sided suitcases. Airlines impose their own restrictions, with which clients must comply. Please check with your carrier regarding luggage restrictions and costs.

**TIPS:** Tips for personal services and to tour directors and drivers are not included in tour cost and left to your discretion.

**CHILDREN/YOUNG ADULTS:** Children under 8 are not permitted to travel on coach tours. Those aged 8 to 18 are charged 90% of the full adult rate and must travel with an adult. Young people traveling unaccompanied must be at least 21 years old.

**SMOKING POLICY:** Smoking is not permitted on any motor coach.

**NOT INCLUDED:** All items of a personal nature (room service, beverages, telephone charges, laundry, special food requests, etc.) and meals not specified on the tour itinerary are not included and must be paid by the client.

**DOCUMENTS:** Documents will be shipped by U.P.S. ground service approximately 21 days prior to departure provided full payment has been received. If documents are required earlier, we need sufficient notice to arrange for early delivery by regular service. Late bookings will incur an express service delivery charge.

**UNUSED TOUR ARRANGEMENTS:** CIE Tours cannot make refunds or exchanges for unused accommodations, services or features of any tour unless agreed upon in writing prior to departure.

**CAR RENTAL INSURANCE:** Our basic Hertz car rental price includes unlimited mileage, current local taxes, airport location service charges (LSC), third party liability, theft protection (TP) and collision damage waiver (CDW), which indemnifies the driver against damage to the rental car. Non waivable deductible amounts are not covered by CDW and range from €1,200-2,500 depending on car rented.

**ADDITIONAL CHARGES:** Any optional charges that are accepted must be paid at start of hire in Ireland.

**SUPER COLLISION DAMAGE WAIVER (SCDW):** To guard against potential financial exposure from CDW coverage, the hirer may purchase SCDW. Daily cost: €12.00-22.00.

**DRIVER/BAGGAGE PROTECTION (DBP/PAI):** DBP protects the driver. Daily cost: €5.50.

**AGE LIMITS:** Certain conditions apply for drivers 25-29 and 76-79 years. Drivers aged 23-24 years are restricted to car types B & E and pay a daily surcharge of €26.00.

**EXTRA DRIVER(S) SUPPLEMENT:** Daily cost per additional driver: €9.50

**DRIVING LICENSE:** Drivers must have one year's driving experience and produce a valid driving license with no endorsements, issued in their state/country of residence.

**GASOLINE/PARKING FEES:** Hirer is responsible.

**CAR RENTAL CATEGORIES:** Car rental companies reserve the right to substitute cars for other models in similar category.

**CHAUFFEUR-DRIVE CARS:** Rates are calculated on a maximum driving time of 8 hours per day.

**RESPONSIBILITY:** CIE Tours International Inc., its employees, directors, officers and shareholders (collectively, "CIE Tours") does not own or operate any person or entity which is to or does provide goods or services for your trip, including, for example, lodging facilities, transportation companies, local ground operators, including, without limitation, various entities which may utilize the name CIE or CIE Tours guides, entertainment, food or drink service providers, equipment suppliers, etc. As a result, CIE Tours is not liable for any negligent or willful act or failure to act of any such person or entity. In addition, CIE Tours is not liable for any negligent or willful act or failure to act of any person or entity it does not own or control, nor for any act or inaction of any other third parties not under its control. You may see the name CIE Tours, CIE Tours International or CIE affixed to motor vehicles, on signs around the hotel or elsewhere. This use of those names is for reasons of identification and does not denote ownership, supervision, or control by CIE Tours in any way. Without limitation CIE Tours is not liable for any direct, indirect, consequential, or incidental damage, injury, death, loss, accident, delay, inconvenience or irregularity of any kind which may be occasioned by reason of any act or omission beyond its control, including, without limitation any willful or negligent act, failure to act, breach of contract or violation of local law or regulation of any third party such as an airline, train, hotel, bus, taxi, van, local ground handler or guide, financial default or insolvency of any supplier which is, to, or does supply any goods or services for this trip. CIE Tours is not liable for any loss, injury, death or inconvenience due to delay or changes in schedule, overbooking of accommodation, default, insolvency or bankruptcy of any third party, attacks by animals, sickness, the lack of appropriate medical care, evacuation to same, if necessary, weather, strikes, acts of God or government, acts of terrorism, or the threat thereof, force majeure, war, quarantine, epidemics, or the threat thereof, criminal activity, or any other cause beyond its control. CIE Tours reserves the right at its sole discretion to alter the itinerary as it may deem necessary or advisable.

CIE Tours reserves the right at its sole discretion to decline to accept or retain any passenger on any of its tours if it deems accepting or retaining any such person as being detrimental to the tour. In the event any passenger is removed from a trip, CIE Tour's only obligation is to refund to that person that portion of the payment allocable to unused services. Each provision of this clause is severable and if any provision is held to be illegal, void or unenforceable in whole or in part, the legality, validity and enforceability of the remaining provisions shall not be affected or impaired.

Changes in these Terms and Conditions can be made only in writing signed by an officer of CIE Tours.

It is the travellers' responsibility to obtain the correct travel documentation (passport, visa, identifications) for the destination(s) to be visited. CIE Tours is not responsible for penalties incurred for tickets, international or domestic, not issued by CIE Tours due to schedule and/or flight changes.

Prior to full payment there is a potential for a price increase(s) due to fuel surcharges imposed by airlines or other suppliers, as well as the potential for increases in government-levied taxes and fees. Once full payment is made, there will be no price increases. Passengers may accelerate full payment to avoid any price increases. Once issued, airlines tickets are no longer subject to potential increases but are subject to cancellation fees and penalties and may be fully non-refundable.

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**BINDING ARBITRATION:** Any disputes concerning this contract, the brochure or other literature about your trip or the trip itself shall be resolved solely and exclusively by binding arbitration according to the then current commercial rules of the American Arbitration Association. Any such arbitration will take place in Morris County New Jersey. In any such arbitration, the substantive (but not procedural) law of New Jersey will apply. The arbitrator and not any federal, state, or local court or agency shall have exclusive authority to resolve any dispute relating to the interpretation, applicability, enforceability, conscionability, or formation of this contract, including but not limited to any claim that all or any part of this contract is void or voidable.

**EMAIL USAGE:** By providing your email address on the CIE Tours website, you consent to receive emails with special offers/news from CIE. You will be able to unsubscribe at any time from marketing or promotional emails.

**VALIDITY:** Coach tour rates on this website are quoted on a per person, double occupancy basis. Unless otherwise indicated, all prices are shown in U.S. dollars. CIE Tours reserves the right to alter prices at any time prior to departure and without prior notice if circumstances so warrant. Any devaluation or revaluation of currencies may affect published prices.

**I have read terms and conditions of the tour and accept them. I represent I am not physically or emotionally challenged and I am able to meet the physical demands required by this tour.**

signature:

date: