

**1. ACCEPTANCE:** The purchase/payment of any travel services offered by Central Holidays constitutes a contractual arrangement between the Passenger and/or Travel Agent (all together as "You") and SGI US LLC (dba CENTRAL HOLIDAYS & affiliated brands) ("Central Holidays") and represents your acceptance of SGI US LLC Terms & Conditions. You are required to read and acknowledge Terms and Conditions on our website before making any reservation with us. Payment of deposit and/or final payment will be considered as full acceptance of our Terms and Conditions herein reported and fully disclosed on our website. Each passenger understands that CENTRAL HOLIDAYS will be accepting that passenger's reservation in trust upon such passenger's acceptance of the Terms and Conditions as outlined in this brochure and on our website.

**2. TOUR PRICES/PRICE GUARANTEE:** Prices are based on official rate of exchange at the time of printing. Once we have received your full payment for any program, the price is guaranteed and any subsequent rate of exchange increase is at our expense. Optional air transportation is not included; however if purchased, fuel surcharge, all security fees, airport taxes and fees and/or any other governmental or local taxes and fees will be included. Airfares provided at the time of deposit are subject to change until full payment is received and ticket is issued. Some airfares may require instant purchase. We strongly recommend you purchase air through Central Holidays.

In case of a human or computer billing error, we reserve the right to re-invoice for the correct amount. A full refund will be made to passengers not wishing to pay increases provided the passengers' written cancellation is received by us within 5 business days after price increase notification. We do not breakdown costs of individual services included in an itinerary.

**3. TOUR PARTICIPANTS** On ESCORTED TOURS, we do not accept children under 8 years of age because we have found they are too young to enjoy touring. On ALL OTHER PROGRAMS, there is no age limit. Some restrictions may apply for Car rentals.

**LAND ARRANGEMENTS:** Infants under 2 years may be free of charge, providing parents pay directly to hotels for food, crib, etc.

Passengers with disabilities requiring travel with a wheelchair must be accompanied by a qualified assistant who assumes total responsibility for the passenger with disabilities well-being.

**NOTE:** Most transportation services (including motor coaches), visited sites and hotels are not equipped with wheelchair ramps. We cannot be held responsible if ramps are not available. Restrictions also apply for Cruises. We strongly recommend inquiring at the time of booking.

To assure congenial membership, we reserve the right to accept or reject any person as a tour participant and to expel from the tour any passenger(s) whose conduct is deemed incompatible with the interest of the tour group. Any incurred expenses will be charged to the expelled tour passenger(s).

**4. INVOICING:** You are responsible for verifying everything on your invoice is accurate and complete, including dates of travel, options selected, and that each name matches the relevant passport. Central Holidays cannot accept responsibility if we are not notified of inaccuracies within 5 days of sending out the invoice. Changes are subject to the fees and penalties noted below. In the case of billing errors, Central Holidays reserves the right to re-invoice you with correct pricing.

#### **5. PAYMENTS & CANCELLATIONS:**

**A. DEPOSITS:** A \$250 per person non-refundable deposit (\$100 deposit for Car Rental) is required at the time of booking and NO request will be acted upon until a deposit is received. We honor most major credit cards. No third party credit cards will be accepted. In addition, we also accept personal checks or agency checks. Deposits can be conveniently made by phone. Payment of the deposit indicates you have read and accepted these Terms & Conditions. Your booking is not confirmed until the deposit has been processed by Central Holidays and you receive a confirmation invoice.

**B. FINAL PAYMENT:** Final payment with credit cards requires our signed Credit Card authorization form (except for online bookings), duly signed by the credit card holder. Other restrictions may apply. Final payment is due 60 days prior to commencement of first service, with some limited exceptions, as noted below. In some cases additional deposits are required due to supplier's policies. Passengers will be advised at time of booking of payments requirements. If payment is not received as per above stated deadline, Central Holidays reserves the right to cancel a booking and will apply the assessed cancellation penalties accordingly;

#### **C. LATE BOOKINGS: (Reservations made within 35 days of departure date):**

Payments must be made within 24 hours of booking by certified check, wire transfer or credit card and are subject to a \$25 late-booking fee, plus any costs incurred to ensure timely document delivery. Late bookings will incur a 100% cancellation penalty.

**D. LATE PAYMENTS:** Payments made after the due date are subject to \$50 late payment fees.

#### **E. CANCELLATION PENALTIES & CHANGE FEES**

For Land-Related services on Escorted tours, customized FIT packages, Hosted packages and Independent packages:

- Cancellations received more than 60 days prior to departure: \$250 per person fee.
- Cancellations between 59 and 22 days prior to departure: 25% of the land package.
- Cancellations between 21 and 15 days prior to departure: 40% of the land package.
- Cancellations between 14 and 8 days prior to departure: 60% of the land package.
- Cancellations 7 days or less prior to departure: 100% of the land package.
- No refunds will be made on any unused portion/services of the tour package.

Non-Operation of Escorted Tour – Dates of pledged departures are based on a minimum number of participants and historical seasonal data. Cancellation of any tour for lack of participation or any reason will be advised at least 45 days prior to the tour's departure. Central Holidays will offer alternate departures or other type of travel arrangements. If you do not accept the alternate offers, all money will be refunded. Central Holidays will not be held responsible for any costs related to the issuance and/or cancellation of airline tickets which are not purchased directly from Central Holidays including but not limited to airline tickets and/or travel insurance or visa fees. Voluntary cancellations due to political instability, acts of terrorism, government intervention or U.S. State Department warning will be subject to the above fees, provided the program is deemed (by Central Holidays) able to continue.

**Cruises:** Due to our suppliers' individual prices, requirements for deposits will be communicated at the time of booking. Cancellation fees will be communicated at the time of booking.

**Villas/Castles & Home Rentals:** Cancellation Fees will be communicated at time of booking.

**Car Rental:** - Cancellations received up to 15 days prior to departure: \$25 per car

- Cancellations received 14 days or less prior to departure: \$50 per car

- No refunds for any unused portion of 3 days or less.

- For unused rentals of 4 days or more, unused portions may be refunded minus a \$25 handling fee.

**Rail Tickets:** Rail Tickets and Rail Passes (electronic and paper) are non-refundable (or refundable with fees), non-transferable, and cannot be exchanged without penalties once issued, nor replaced if lost – unless other conditions are noted.

#### **F. CHANGE FEES**

Due to the expense incurred in making any changes, a \$50 per person fee (\$25 for car rental) will be assessed for each change made on deposited bookings up to full payment due date. This includes changes made to passenger's name, hotel, departure/return dates, itinerary and air or ground transportation. A change of tour date and name changes on ESCORTED, INDEPENDENT AND CRUISE PACKAGE TOURS, and Car rentals within full payment date are treated as a cancellation. In addition, any changes to the air portion, at any time, may be subject to additional charges as imposed by the respective airline.

#### **6. TRAVEL SERVICES:**

**A. AIRFARES** Central Holidays offers the following airfares:

##### **- CONTRACTED AIRFARES**

Contracted Airfares allows flexibility if you want to make changes to your vacation schedule prior to ticketing. Once ticketed, cancel/change penalties of \$350 per person up to 100% of the air price will apply

**- PUBLISHED AIRFARE** Published airfares may offer additional airline options, but has more restrictions Full air payment plus a non-refundable service fee (\$75 per person) is required and will be included in the quote at the time of booking for published airfare booked in conjunction with a Central Holidays vacation. Once booked, published airfare is non-changeable and non-refundable after 24 hours from purchase.

No airfares, taxes and fuel surcharges are confirmed until final payment is received. Any variations will be the passenger's responsibility until final payment is received. Please contact Central Holidays for details.

It is the passenger's responsibility to reconfirm all flights 72 hours before flight date/time. Should the airline request, for any reason whatsoever, an unexpected issuance of air tickets, they must be immediately paid in full, regardless of any previous notification to passenger.

Contracted airfare as well as published airfare cancellations fees vary according to the airline used. Fees will be communicated at time of cancellation.

**NOTE:** In all instances, regardless of the airfare used, "NO SHOWS" are non-refundable. Once the air ticket has been issued, its cancellation penalty amount will be added to the LAND and LAND & CRUISE cancellation fees, unless the departure is cancelled by us, in that case there will be no cancellation fees for the LAND or LAND & CRUISE.

**LIMITATION OF RESPONSIBILITY:** CENTRAL HOLIDAYS cannot be held responsible for the cancellation fees of air ticket/s issued by companies other than ourselves even in the case when we may cancel a departure for any reason whatsoever, including a cancellation of a pledged departure for lack of participation or force majeure. Consult with our experienced reservations staff, your travel agent or the airline for the applicable penalties and/or restrictions. We strongly recommend purchasing air through Central Holidays.

## **B. VILLAS**

Due to our suppliers' individual policies, requirements for deposits will be communicated at the time of booking.

## **C. CAR RENTAL**

Final payment for packages including a car rental is due 60 days prior to departure. We confirm vehicle category. We do not confirm vehicle model.

To pick up a reserved car, the following personal documents must be available at the time of signing the rental agreement:

- Valid CREDIT CARD (Cardholder must be the main driver). Debit Cards are not accepted.

- Valid International Driving Permit is highly recommended and can be obtained by filling out a AATA IDP application. <https://www.dmv.org/international-driver-permits.php>. The International Driving Permit (IDP), is a document that, along with your valid home driver's license, allows you to legally drive a motor vehicle while abroad.

- Valid Passport (Driver)

**D. RAIL TICKETS** Rail prices included in our programs are based on either First Class or Tourist Class. Please refer to individual programs and "Included Features". Train schedules & fares are subject to change. Fares will be confirmed upon purchase/confirmation and ticket issuance. Any differences prior to ticket issuance will be at traveler's expense.

Upgrades are available at a supplement.

Seat Reservations: Your Rail Seat reservations are made simultaneously and seats are adjoining or as close as possible. Seat numbers do not necessarily follow numerically.

Open tickets do not include individual seating assignments.

## **E. CRUISES (except Greece cruise packages) :**

Cruise cabin assignments are run-of-the-ship based on selected category.

CHILDREN CRUISE DISCOUNTS: Celestyal Cruises: 16 years and under are free; over 16 years are considered adults.

All other cruise programs: Children discounts might be available and may vary depending on Cruise companies.

NOTE: In all cases, children must pay port taxes and fuel surcharges where applicable.

**F. HOTELS** Hotels are classified according to government ratings, which vary from country to country. Such classifications and number of stars assigned have no corresponding value from one country to the next and may not reflect the expectations of US travelers. Accommodations are based on two persons sharing a twin-bedded room with private bath or shower at the hotel selected or similar. A single room may be provided at a supplement. In many cases, single rooms, though assuring privacy, are small and not as well situated as double room accommodations. In addition, rooms are assigned upon arrival based on current availability and may vary in size, amenities and location. Generally, triple rooms in Europe consist of two beds with a rollaway for a third party. This may not be comfortable for some travelers. Air conditioning is available at most 4-star or higher hotels. However, foreign air conditioning & heating may not be regulated according to U.S. standards. Some tourist-class hotels may have air conditioning available and some may charge a supplement. Additionally, some countries; i.e., Italy - the services of heating and air conditioning are regulated by local laws. Central Holidays will not be responsible for any inconveniences incurred related to either heating and/or air conditioning.

The hotels listed on the website or in the brochure are intended to be used on all departures; however, hotels are not guaranteed. Central Holidays reserves the right to substitute other hotels than those listed on the itinerary pages. If a change becomes necessary for any reason, including alternate hotels for additional departures on the same date, or hotel location changes within or outside itinerary cities, the hotel substituted will be of equivalent quality to those shown. No refunds are provided for hotel changes and full cancellation penalties, as noted above, apply.

**G. ESCORTED TOURS** Transportation is provided by private, air-conditioned motorcoach or other conveyance as specified in the itinerary. Motor coaches will be equipped with lavatories; however, due to operational issues – are only available for emergencies. Rest stops will be arranged to suit the needs of our travelers. Central Holidays follows a mandatory, daily seat rotation on motor coaches and for the enjoyment of all passengers, please adhere to the rules of the Tour Director regarding seat rotation. Alcohol consumption as well as smoking is not allowed on transportation exclusively provided by Central Holidays.

**Non-Operation of Escorted Tour** – Dates of pledged departures are based on a minimum number of participants. And historical seasonal data. Cancellation of any tour for lack of participation or any reason will be advised at least 45 days prior to the tour's departure. Central Holidays will offer alternate departures or other type of travel arrangements. If you will not accept the alternate offers all money will be refunded. Central Holidays will not be held responsible for any costs related to the issuance and/or cancellation of airline tickets which are not purchased directly from Central Holidays including but not limited to airline tickets and/or travel insurance or visa fees. Voluntary cancellations due to political instability, acts of terrorism, government intervention or U.S. State Department warning will be subject to the above fees, provided the program is deemed (by Central Holidays) able to continue.

**TOUR SERVICES:** If the services included in the tour cannot be supplied, or there are changes in an itinerary for reasons beyond our control, we will arrange for the provision of comparable services. Any resulting additional expense will be payable by tour passengers; and likewise, any resulting savings will be refunded to the tour passengers by us.

**TOUR ESCORT:** A professional English speaking Tour Director accompanies each ESCORTED TOUR. An Egyptologist accompanies our programs in Egypt and during Nile cruises. Tour Director will not accompany while cruising in the Mediterranean.

**H. SIGHTSEEING & OPTIONAL EXCURSIONS** Sightseeing is included as per "Included Features" and is under the direction of licensed local guides where required. Entrance fees to all places visited are included where indicated. During local or national holidays or special events, peak seasons, on Sundays, and during religious occasions, certain facilities such as museums, churches, restaurants, sightseeing tours, hotels and shopping may be limited or not available. Whenever possible, we reserve the right to vary the sequence of sightseeing and/or to re-route or substitute the sightseeing. In either case, the itinerary content will be maintained although the sequence of the services may vary. Central Holidays cannot be held responsible for any closures, necessary itinerary changes, or limits for any reason. Optional excursions are offered in most cities and your tour director and/or local representative will advise you of the optional excursions available to you, all of which must be purchased locally. .

There are no refunds for any unused portion of the excursions.

**I. TRANSFERS** Except where indicated, transfers to/from arrival and departure city airports ARE NOT INCLUDED, but can be provided for a fee. Travel Agents/Passengers are fully responsible to communicate any flight, time & routing schedule change via an email to Central Holidays. A change fee will be applied for each schedule change. No refund or credit shall be issued for any missed transfers resulting from incorrect flight information and/or delays beyond the standard waiting period (one hour). When included, transfers for Escorted Tours have no cash value.

NOTE: Transfers to/from Rail Stations are not included, unless otherwise indicated.

**J. MEALS** Meals are included as indicated under "Included Features" of each program.

## **6. TRAVEL INFO & RESTRICTIONS**

**A. AIR ARRANGEMENTS SEAT ASSIGNMENT AND SPECIAL REQUEST:** Requests for meal requirements, special services and frequent flyer miles (subject to specific airlines rules & availability), are at the sole discretion of the airline; please contact the airline directly to make the necessary arrangements. Some airlines require tickets to be paid in full in order to request special services.

As a courtesy to the passenger - once the airline tickets are paid in full and following the rules of the airlines - if possible, we can provide air seats assignments. Please note that - as per airline rules - these seats assignments are not guaranteed. The Airline has the right to modify and reassign, at their own discretion, the seats already assigned and reassign them at check-in time. Central Holidays declines any responsibility and will not accept any complaint related to these procedures.

Some airlines are charging for seat reservations. These fees - if applicable - are at charge of the passengers and are never included in our quotations.

Once you have checked-in is your responsibility to work with the airline directly to reach your final destination or to make any alternate arrangements including possible changes on the return portion of your trip.

In case you miss your flight or a connection, you must work with the specific airline and make all the possible arrangements to reach your final destination.

Central Holidays will not be responsible for any additional expenses you may incur because of flight cancellations, flight delays or rescheduled, missed flights after airport check-in.

**OWN FLIGHT ARRANGEMENTS:** If you purchase your own flight tickets from companies, other than Central Holidays, we cannot be held responsible for the cancellation fees of air ticket/s in case we may cancel a departure for any reason whatsoever. If you wish to purchase your own flight tickets with a third party, we suggest you purchase airline tickets that allow you to make changes or cancellations of flights subject to minimum penalties – none of such penalties are the responsibility of Central Holidays.

**B. VISA & PASSPORTS** U.S. Citizens require a valid US passport. Non-U.S. citizens should consult their travel agent or consulate. All passengers are responsible for ensuring they have the proper travel documents and MUST CHECK with the respective consulates or visa agency to determine whether any visas are required. Passengers are also responsible for the validity of their passport and we suggest checking with U.S. Department of State Rules/Regulations. Central Holidays will not be held responsible for any passport and/or visa negligence on the part of passengers.

**C. BAGGAGE HANDLING** The passenger is required to check with their respective airline for baggage allowance size, weight and excess baggage fees. Porterage is included at hotels ONLY ON ESCORTED TOURS, and includes handling of one normal-sized suitcase per person. Wheeled carry-on cases are considered a normal piece of luggage. Additional baggage will incur a charge of \$5 per piece per service, to be paid locally. In addition, Central Holidays is not responsible in the event that luggage or tour passengers' belongings become damaged or lost. Such occurrences must be promptly notified to and acknowledged by a recognized authority in writing. Airport/train station porterage is not included, unless otherwise specified in your travel documents. Be prepared to carry your own suitcase on and off airplanes and trains and through airports and train stations. Regulations within most airports require travelers to handle their own luggage through customs. Central Holidays is not responsible for additional fees imposed by air carriers for baggage, and these fees are not included in the air-inclusive vacation price. You will be required to pay these fees directly to the airline at check-in.

No responsibility is accepted by Central Holidays for loss of or damage to baggage or any of the traveler's belongings throughout the duration of the vacation. Baggage insurance is recommended.

**D. TRAVEL DOCUMENTS** We are going "green" and will be issuing e-documents whenever possible. Printed documents may be required and a fee of \$15 will be charged for this service. Documents are sent out 2- 3 weeks prior to departure date provided payment in full has been received. We can only deliver paper documents to city addresses and not to P.O. Boxes. Overnight, Special Delivery, Saturday Delivery and shipments outside the continental USA are subject to additional shipping fees if the issuance of documents is requested earlier than required. It is the responsibility of the Travel Agent/Traveler to review the shipping address for accuracy prior to documents being sent.

**E. GRATUITIES** Gratuities for your Tour Director, Local Hosts, Local Guides, driver, and ship's crew are not included in the vacation price (unless otherwise noted in pricing details) and are discretionary.

**F. REFUNDS & COMPLAINTS** All claims must be received in our Customer Relations Department either by email or USPS to our offices within 30 days after scheduled return date and will be promptly acknowledged. However related processing, verifications and settlements may take up to 60 days or longer. It is the responsibility of the client to document potential claims at the Point of Service in order for claim/refund consideration. When requesting a refund by e-mail for non-provided services, claimant must return the original service voucher by mail for said non-provided services in order for this request to be evaluated and eventually settled. Complaints regarding a hotel's standards or amenities should be addressed directly with the hotel's management (Point of Service). Refunds are not normally considered by hotels if they were not given an opportunity to address those complaints locally.

Airline flight cancellations and delays for any reason are not the responsibility of Central Holidays and please submit your claim directly to the airline. However, Central Holidays does not guarantee airline response.

Refunds are processed in the same form of payment received. These terms may not be changed by anyone other than an authorized representative of Central Holidays and must be documented in writing. Central Holidays is not obliged to guarantee promises (written or verbal) made by local hotel staff, tour guides, or any other persons not under direct employ of Central Holidays.

#### **G. MISCELLANEOUS TERMS AND CONDITIONS**

**a. Waiver Responsibility:** Central Holidays, a division of SGI US, LLC, 250 Moonachie Road, Suite 300, Moonachie, NJ 07074, its and their employees, shareholders, officers and directors (collectively, "Central Holidays") does not own or operate any entity which is to or does provide goods or services for your trip, including, for example, lodging facilities, transportation companies, guides or trip leaders, food service providers, equipment suppliers, ground operators, etc., including, without limitation, various entities which may utilize the Central Holidays name. Central Holidays is not responsible for any negligent or willful act or failure to act of any such person or entity nor for any act or inaction of any other third party not under its control. Without limitation Central Holidays 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 of any third party such as an airline, train, hotel, whether or not it uses the Central Holidays name, which is, to, or does supply any goods or services for this trip. Central Holidays is not responsible for any loss, injury, death or inconvenience due to delay or changes in schedule, overbooking or downgrading of accommodations, insolvency, or default 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.

#### **b. Department of State Warnings**

In the case of a government issued warning, we will provide our utmost consideration to the severity of the warning and accomplish everything possible to safeguard the well-being of our passengers. We reserve the right to evaluate each booking on a case-by-case basis for potential refund/cancellation fees, re-scheduling of tours or itineraries and postponements. Be aware that during your participation on vacations operated by Central Holidays, 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; forces of nature; political unrest; acts of lawlessness or terrorism; and accident or illness in remote regions without means of rapid evacuation or medical facilities. Central Holidays assumes no liability regarding provisions of medical care or the adequacy of any care that may be rendered. While Central Holidays will use its best efforts to ensure that adequate measures are taken, by agreeing to participate in a vacation and/or optional excursions, you agree you will hold Central Holidays harmless regarding any provision of medical care or the adequacy of any care rendered. Central Holidays is not responsible for such risks and dangers that may arise beyond our control. Payment of your deposit indicates you accept these risks and dangers and agree to hold Central Holidays harmless for such.

#### **c. Errors and Omissions:**

Payment of deposit and/or issue of final documents shall be deemed your consent to the Terms and Conditions herein. Each passenger understands that CENTRAL HOLIDAYS will be accepting that passenger's booking in trust upon such passenger's acceptance of the Terms and Conditions as outlined in this brochure and our website. Terms and Conditions listed are those in effect at time of printing and will remain until replaced. Any new or re-issue of Terms and Conditions will replace all previous versions. No person, other than an authorized representative of CENTRAL HOLIDAYS is authorized, by a document in writing, to vary, add or waive any term or condition in this brochure, including any term or condition set forth in the preceding provisions.

All transport onboard ship is provided subject to the terms and conditions of the Passenger Contract that you will receive with your final documentation. The Passenger Contract on cruise ships is governed by international law and may be subject to the Athens Protocol on Limits of Recoverable Damage as determined by the International Monetary Fund.

NOTE: CENTRAL HOLIDAYS IS NOT RESPONSIBLE FOR ANY TYPOGRAPHICAL OR PRINTING ERRORS FOUND IN OUR BROCHURE OR ON OUR WEBSITE. For the most updated Terms & Conditions, visit our website.

#### **d. ARBITRATION:**

Any controversy or claim arising out of or relating in any way to these Terms & Conditions, to this Tour Agreement, to these brochure, or any other information relating in any way to the trip, or to the trip itself shall be resolved exclusively by binding arbitration in Moonachie, New Jersey in accordance with the commercial rules of the American Arbitration Association then existent. 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, or formation of this contract, including but not limited to any claim that all or any part of this contract is void or voidable.

**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: \_\_\_\_\_