

Healy Tours, LLC
Terms and Conditions

FINAL PAYMENTS: Full payment must be made no later than 70 days prior to departure date for coach tours and self-drives. Healy Tours accepts payment by check or major credit cards. If payment is not received as scheduled, Healy Tours reserves the right to cancel the booking, and deposit payment becomes 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 as follows:
 - Within 70 days prior to departure: Forfeiture of funds paid
 - 69 – 100 days prior to departure 50% per person refunded
 - 100+ days before travel, forfeiture of deposit, all other funds returned

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 Healy Tours 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 Healy Tours. It is the client's responsibility to ensure that any notification of cancellation is received by Healy Tours. Minimum cancellation penalty is the deposit amount.

TRAVEL INSURANCE: Healy Tours offers optional travel protection plans intended to safeguard your travel investment and your well-being while on vacation. Policy coverage only becomes effective upon purchase with the travel insurance provider. Healy Tours works with several major travel insurance companies, and can provide a quote to you, or you may secure your own travel insurance independently. Travel insurance must be secured prior to the final payment for travel is received by Healy Tours. Once you pay the premium, we will send a certificate of insurance with your final documents. Please read all information thoroughly to understand the coverage that you are purchasing. Claims or benefit requests should be pursued directly with the insurance company. Healy Tours provides insurance options as a service, but does not administer plans or insurance payouts.

AIR TRANSPORTATION: You may book your own airfare, or request that Healy Tours book airfare for you. Generally, airfare purchases made by Healy Tours will be made using your own credit card. As airfares, fees and taxes change frequently, they are not printed or guaranteed until a booking is confirmed. It is outside of the control of Healy Tours if you book an airfare which then drops in price in the future. The nature of airfare and the airline industry does not allow for future predictions in airfare rates. You must ensure that the name on your Healy Tours paperwork matches your passport, as corrections or changes requested after the reservation has been made are subject to cancellation or change fees.

TRAVELERS WITH SPECIAL NEEDS: Clients who require particular assistance must advise Healy Tours at time of booking and must travel with a qualified travel companion. Healy 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. Healy Tours is 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 contact Healy Tours to check availability. Healy Tours reserves the right to remove any individual from a tour who has not provided the advance notification.

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COACH TRANSPORTATION: Coach tours are usually operated by 15-48 seat motor coaches. When passenger numbers are low, a smaller coach may be used. Healy Tours make no guarantee of the size of a specific tour until 30-60 days prior to a tour departure date.

ACCOMMODATION: Land arrangements are provided as described in each tour program. Healy Tours reserves the right to substitute hotels for accommodations in similar categories. All accommodation, whether in hotels or in B&Bs (farmhouses, town and country homes) is clean, comfortable and includes private bathrooms and a private room. Single travelers will be in single rooms (not shared) unless requested to share a room.

VISITS, ENTERTAINMENT, ITINERARIES AND OTHER FEATURES: Healy 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.

HEALY TOURS CANCELLATIONS: If it becomes necessary to cancel a coach tour prior to departure, Healy Tours will offer the next available date at no additional land cost or will make a full refund of all monies paid to Healy Tours. Healy Tours cannot accept responsibility for any additional costs or fees relating to such a tour booking or for any cancellation penalties. In the event that a tour would be cancelled due to circumstances beyond our control, holders of trip insurance will be assisted with making a claim to the insurance company. In cases where travel insurance was not secured, we will offer either the next available date at no additional land cost or 100% refund of all payments made to Healy Tours. In addition, we will reimburse or absorb documented airline penalties/fare changes resulting from the cancelled trip.

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 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, please look for designated smoking areas outside of the coach and hotels.

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 USPS approximately 21 days prior to departure provided full payment has been received. If documents are required earlier, we request sufficient notice to arrange for early delivery by regular service. Late bookings will incur an express service delivery charge.

UNUSED TOUR ARRANGEMENTS: Healy Tours cannot make refunds or exchanges for unused accommodations, services or features of any tour unless agreed upon in writing prior to departure. If you opt out of an activity, meal, or tour that is listed in the itinerary, this will be at your own discretion, and no reimbursement for missed meals or tours will be provided.

RESPONSIBILITY: Healy Tours LLC, its employees, directors, officers and shareholders (collectively, "Healy 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, entertainment, food or drink service providers, equipment suppliers, etc. As a result, Healy Tours is not liable for any negligent or willful act or failure to act of any such person or entity. In addition, Healy 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 Healy Tours affixed to motor vehicles, on signs around the hotel or elsewhere. This use of those names is for reasons of identification and does

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not denote ownership, supervision, or control by Healy Tours in any way. Without limitation Healy 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. Healy 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. Healy Tours reserves the right at its sole discretion to alter the itinerary as it may deem necessary or advisable.

Healy 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, Healy 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 Healy Tours.

It is the travelers' responsibility to obtain the correct travel documentation (passport, visa, identifications) for the destination(s) to be visited. Healy Tours is not responsible for penalties incurred for tickets, international or domestic, not issued by Healy 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.

EMAIL USAGE: By providing your email address on the Healy Tours website, you consent to receive emails with special offers/news from Healy Tours. 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. Healy 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.