

IMPORTANT RESERVATION INFORMATION

IDENTIFICATION

Passports are required for this tour at your expense. Certain countries require a minimum of 6 months passport validity. You are strongly urged to contact the appropriate consulate for details. Visit www.travel.state.gov for the U.S. State Department for the latest details about passports and visa requirements.

IMPORTANT: We recommend that our clients traveling abroad take a photocopy of their passport and applicable visas. It should be packed separately from your actual passport and visa. We also recommend leaving a copy at home with your emergency contact.

Cancellation Charges for this tour: After your seat reduction date has passed, a non-refundable deposit will be retained. For Cancellation between 60-16 days prior to departure: cancellation fee of 20% of total price. For cancellation between 15-1 days prior to departure: cancellation fee of 40% of total price. For cancellation on the day of departure and after: 100% of total price. For Ocean Cruises: For cancellation between 90-61 days prior to departure: cancellation fee of 25% of total price. For cancellation between 60-31 days prior to departure: 50% of total price. 30 or fewer days prior to departure: 100% of total price. For River Cruises: including Europe, Russia, Egypt and China, 90-61 days prior to departure: cancellation fee of 40% of total price. For cancellation between 60-31 days prior to departure: cancellation fee of 75% of total price. For cancellation 30 or fewer days prior to departure: cancellation fee of 100% of total price. For Galapagos and Antarctica: A cancellation fee of 50% will apply for cancellation between 120-90 days prior to departure; A cancellation charge of 100% will apply for cancellation less than 90 days prior to departure. For Oberammergau: A cancellation fee of 75% will apply for cancellation between 120-90 days prior to departure; A cancellation charge of 100% will apply for cancellation less than 90 days prior to departure. Cancellation protection is highly recommended and must be purchased at time of deposit. Air rates are subject to change until tour is paid in full. Cancellation charges also apply to reservations made for "pre" and "post" night accommodations. Purchase of Waiver and Insurance guarantees a full refund of all payments (including deposit), except the Waiver and insurance fee itself, made to Collette Vacations for travel arrangements in case of cancellation of your travel plans for any reason prior to the day of departure. The Waiver and Insurance does not cover any single supplement charges which arise from an individual's Traveling companion electing to cancel for any reason prior to departure. Upon cancellation of transportation or travel services where you, the customer, are not at fault and have not canceled in violation of the terms and conditions above, you will be refunded 100%. Please see your sales agent for more information, or review our brochure for details.

Consumer Protection Plans: Collette Travel Service holds membership in the following highly reputable industry organizations: the United States Tour Operators Association and the American Society of Travel



Photos shown are reflective of the area(s) visited, but may not be included in the actual tour itinerary.

Agents. Each association operates a consumer protection plan to cover deposits made by travelers. Full details are available from the organizations or Collette Travel Service. Collette is pleased to give this additional protection to our clients. **Our California Sellers of Travel registration number is 2006766-20. Our State of Washington Unified Business Number is 601220855. Our Nevada Sellers of Travel registration number is 2003-0279.**

Responsibilities: Neither Collette Travel Services, Inc., its affiliated entities and its and their employees, shareholders, officers, directors, successors, agents, and assigns (collectively "Collette"), own or operate any person or entity which is to or does provide goods or services for these trips. Because neither maintains any control over the personnel, equipment, or operations of these suppliers, Collette assumes no responsibility for and cannot be held liable for any personal injury, death, property damage or other loss, accident, delay, inconvenience, or irregularity which may be occasioned by reason of (1) any wrongful, negligent, willful or unauthorized acts or omissions on the part of any of the suppliers or other employees or agents, (2) any defect in or failure of any vehicle, equipment, or instrument owned, operated or otherwise used by any of these suppliers, or (3) any wrongful, willful or negligent act or omission on the part of any other party not under the supervision and control of Collette. Additionally, responsibility is not accepted for losses or expenses due to sickness, lack of appropriate medical facilities or practitioners, weather, strikes, theft or other criminal acts, war, terrorism, computer problems, or other such causes. All services and accommodations are subject to the laws of the country in which they are provided. Collette reserves the right to make changes in the published itinerary whenever, in their sole judgment, conditions warrant, or if they deem it necessary for the comfort, convenience, or safety of the tour. They reserve the right to withdraw any tour announced. Collette reserves the right to decline to accept any person as a member of the tour, or to require any participant to withdraw from the tour at any time, when such action is determined by the tour manager to be in the best interests of the health, safety, and general welfare of the tour group or of the individual participant. Neither does Collette accept liability for any carrier's cancellation penalty incurred by the purchase of a non-refundable airline or other ticket to the tour departure city and return or otherwise. Baggage and personal effects are the sole responsibility of the owner at all times. Participants may be photographed for the promotional purposes of Collette. Arbitration - I agree that any dispute concerning, relating, or referring to this contract, the brochure or any other literature concerning my trip, or the trip itself, shall be resolved exclusively by binding arbitration according to the then existing rules of the American Arbitration Association in Rhode Island. Such proceedings will be governed by substantive Rhode Island law. Payment of the deposit to Collette constitutes acceptance of these terms and conditions.

First deposit of \$250 per person due upon reservation, of which \$150 is non-refundable.

*Reservations are made on a first come, first serve basis. Reservations made after the seat reduction date of 10/2/2008 based upon availability. Final payment due by 1/4/2009.

Make checks payable to: **Collette Vacations**

For Reservations Chamber of Commerce Mountain View
Contact: Attn: Ireland 2009

580 Castro St, Mountain View, CA
www.chambermv.org/whats-new/index.php



Please select one of the following gifts per person: ___ Travel Bag ___ Toiletry Bag

Your Name: Mr./Mrs./Ms. _____ Rooming with _____
(Please print as it appears on Passport) (Please print as it appears on Passport)

Nickname (as you may prefer to be addressed): _____

Your Address: _____ Email address: _____

City: _____ State: ___ Zip Code: _____ Phone: () _____ Cell: () _____

Passport Number: _____ Date of Issuance: _____ Expiration Date: _____

City, State, Country of Issuance: _____

Date of Birth: _____ City, State, Country of Birth: _____

Gender: ___ Male ___ Female Citizenship: _____

Emergency

Contact Name: _____ Telephone: () _____ Relationship: _____

I wish to purchase cancellation waiver and insurance at \$200 per person: ___ Yes ___ No (Payment due with first deposit.)

Please note: If you choose not to purchase Collette's Waiver Insurance Plan, you will incur penalties for changes/cancellations (see brochure for details)

Deposit Amount: \$ _____ Waiver/Insurance Amount: \$ _____ Total amount enclosed: \$ _____

Please advise your departure airport for this tour: _____

Air Seat Request: ___ Aisle ___ Window (Collette Vacations cannot guarantee your preference)

If you have not purchased air through Collette and wish to purchase transfers, you must transfer at our pre-scheduled times.

Room Accommodations: ___ Smoking ___ Non-Smoking (Collette Vacations cannot guarantee your preference)

*Triple rooms are normally a standard double room + 2 beds. A cot or rollaway bed may be requested but not guaranteed due to room size/fire codes.

Chamber of Commerce Mountain View accepts American Express, MasterCard or Visa as payments toward your group reservation.

If paying by credit card, please complete the attached authorization form. **A \$50 fee/person will be added to credit card payments.**

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www.chambermv.org/whats-new/index.php

Payment of a per person waiver insurance fee guarantees *full refund* on all payments, *except the waiver fee itself*, made to Collette Vacations/Chamber of Commerce Mountain View for tour service in case of cancellation for any reason prior to the day of departure. Air inclusive waiver insurance may be purchased only if you purchase your airline tickets from Collette Vacations/Chamber of Commerce Mountain View. Once on tour, if a passenger has to return home early due to personal illness, illness or death of a member of the immediate family, (physician's statement required), payment of the waiver fee to Collette Vacations/Chamber of Commerce Mountain View guarantees full refund for any unused land services after departure from the tour.

Payment of the air inclusive waiver guarantees your return transportation, with no additional supplement, utilizing your original airline tickets. In the event you have purchased non-refundable airline tickets, the air waiver does not apply. The waiver insurance fees are *fully refundable up to 10/2/2008*. Waiver insurance is non-transferable and valid for each applicant only. *Waiver Insurance must be purchased at time of deposit.*

Collette Vacations/Chamber of Commerce Mountain View can assume no responsibility for and cannot be held liable for any wrongful, negligent or unauthorized acts or omissions of any travel agent or travel agency other than that of Collette Vacations itself, and its own employees. The waiver insurance fees do not cover any single supplement charges which arise from an individual's traveling companion electing to cancel for any reason prior to departure. In this case, the single supplement will be deducted from the refund of the person who cancels. Division of this charge between the two passengers involved is solely their responsibility. If insufficient funds are deducted from the canceling client, the traveling client will be charged the remaining portion of the single supplement. The waiver covers cancellation of your trip and does not cover cancellation of the airline portion only.

The waiver insurance fees cover lost, damaged or delayed baggage as well as medical expenses, emergency medical attention and worldwide travelers' assistance. See your booking agent for details.

