

## IMPORTANT RESERVATION INFORMATION

### IDENTIFICATION

#### Travel within USA

All airlines will ask for identification when you check-in. It is recommended that you carry a passport if you have one. A driver's license (with a photo I.D.) is also acceptable for domestic flights.

**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: Non-refundable deposit will be retained. 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.

Cancellation waiver and insurance are included in the tour price. Payment of a Per Person Waiver Fee guarantees a full refund of all payments (including deposit), except the Waiver 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. Air rates are subject to change until tour is paid in full. 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 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.



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

First deposit of \$240 (which includes cancellation waiver and insurance) per person due upon reservation.

\*Reservations are made on a first come, first serve basis.

Reservations made after the seat reduction date of 2/22/2009 are based upon availability.

Final payment due by 4/22/2009.

**Make checks payable to:** Collette Vacations

**For Reservations Contact:** Our Lady of the Lake University (210) 431-3985  
Alumni Association  
Attn: Carolyn Young  
411 SW 24th St  
San Antonio, TX 78207-4689



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 drivers license) (Please print as it appears on drivers license)

Nickname (as you may prefer to be addressed): \_\_\_\_\_

Your Address: \_\_\_\_\_ Email Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_ Cell: ( ) \_\_\_\_\_

**Emergency**

**Contact Name:** \_\_\_\_\_ Telephone: ( ) \_\_\_\_\_ Relationship: \_\_\_\_\_

Deposit 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 with 2 beds. A cot or rollaway bed may be requested but not guaranteed due to size of room and fire codes.

Collette Vacations accepts American Express, Discover, MasterCard or Visa as payments toward your group reservation.

If paying by credit card, please complete the attached authorization form.

Pacific Northwest & California featuring Washington, Oregon and California - 6/22/2009 307316 T3 6/18/2008

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[www.ColletteVacations.com](http://www.ColletteVacations.com)

Payment of a per person waiver insurance fee guarantees **full refund** on all payments (including deposit), **except the waiver fee itself**, made to Collette Vacations 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.

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 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 2/22/2009. Waiver insurance is non-transferable and valid for each applicant only. *Waiver Insurance must be purchased at time of first deposit.*

Collette Vacations 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.



**COLLETTE  
VACATIONS**

**180 Middle Street  
Pawtucket, RI 02860**

If paying by credit card, please complete this form and return to Our Lady of the Lake University Alumni Association. We can only charge your credit card for the amount noted if the signature, address and phone number are listed below. Thank you!

**CREDIT CARD AUTHORIZATION FORM**

BOOKING NUMBER: 307316	TOUR: Pacific Northwest & California featuring Washington, Oregon and California
DEPARTURE DATE: June 22, 2009	GROUP NAME: Our Lady of the Lake University Alumni Association

Name of Passenger(s): \_\_\_\_\_

\_\_\_\_\_

Cardholder Name: \_\_\_\_\_

Cardholder Address: \_\_\_\_\_  
(as it appears on your credit card statement)

\_\_\_\_\_

Cardholder Phone: \_\_\_\_\_

Credit Card Type:    \_\_\_ American Express    \_\_\_ Discover    \_\_\_ MasterCard    \_\_\_ Visa

Credit Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Amount to be charged: \$ \_\_\_\_\_

Cardholder's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I agree to pay according to the card issuer agreement. I understand and accept Collette Vacations cancellation policy, terms and conditions.

Participating credit card companies are now requiring a billing address and phone number for **FRAUD PREVENTION**. All information **MUST** be provided. Thank you for your cooperation!

If using your credit card for payment, please return this Authorization Form by mail to:

**Our Lady of the Lake University Alumni Association**

Attn: Carolyn Young  
411 SW 24th St  
San Antonio, TX 78207-4689

Or by Fax to: (210) 432-8728



**COLLETTE**  
VACATIONS

**180 Middle Street  
Pawtucket, RI 02860**

BOOKING NUMBER: 307316  
DEPARTURE DATE: June 22, 2009

TOUR: Pacific Northwest & California featuring  
Washington, Oregon and California  
GROUP NAME: Our Lady of the Lake University  
Alumni Association

### Available Options

Personalize your tour by adding an optional activity below. Our recommended options have been carefully chosen to help enhance your individual experience. Complete the provided Prepaid Options Form to reserve your options.

*Availability is limited and reservations are on a first come, first serve basis. Prices are subject to change.*

Children under the age of 18 **MUST** be accompanied by an adult.

### San Francisco, CA

#### A Taste of Authentic San Francisco

**\$95 USD**

A variety of wonderful experiences await you today. Learn of Chinatown's unique history in San Francisco on a guided walking tour where you experience its cultural diversity, customs and marketplace. It is the quickest trip you will ever make to the Far East past and present. You are sure to enjoy an authentic Dim Sum lunch at one of the local restaurants as well as an interesting visit to the Fortune Cookie Factory. A visit to San Francisco would not be complete without a tasting of its famous Sourdough Bread. Well, a visit to Boudin Sourdough will do just that and much more. Learn of its history dating back to the gold rush era with a tour of the museum and working bakery; then indulge in your choice of chowder in a traditional sourdough bread bowl! This concludes your tour of San Francisco's authentic flavors. *Duration: Approximately 4 hours.* Please note a minimum of 15 passengers is required. Transportation is included.

### Prepaid Options

Simply check the space provided for the options you would like to purchase and we will include it in your tour documents.

*Availability is limited and reservations are on a first come, first serve basis. Prices are subject to change.*

Children under the age of 18 **MUST** be accompanied by an adult.

Name of Passenger: \_\_\_\_\_

(Please submit a separate form for each Passenger.)

✓	Option	Price Per Person
✓	<b>A Taste of Authentic San Francisco</b>	<b>\$95.00 USD</b>

Please make checks payable  
to Collette Vacations and  
send to:

Collette Vacations  
OLLU Alumni Office  
411 SW 24<sup>th</sup> Street  
San Antonio, TX 78207  
Fax: (210) 432-8728