

BURLINGTON TRAILWAYS' TOUR POLICIES

RESERVATIONS & PAYMENTS

- Reservations may be made:
 - Online at TrailwaysTravel.com
 - By phone at 319-753-2864, Ext. 162
 - In person at our 3211 Division Street, Burlington, IA office
- Space is available on a “first-come, first-served” basis with waiting lists available on sold out tours.
- Unless otherwise stated, all tours require a deposit within 7 days of reservation. If the deposit is not received within the stated timeframe, the reservation may be cancelled.
- The final payment date is indicated on each tour brochure, but generally is required up to 60 days prior to departure for most tours. It is the traveler’s responsibility to make note of the final payment date, no reminder calls will be made prior to the final payment date. If final payment is not received, and you have not cancelled the reservation, the reservation may be cancelled and all deposits forfeited.

PAYMENT METHODS

- Cash, checks, credit cards, debit cards and money orders are accepted.
 - There will be a \$30.00 fee for insufficient funds or returned checks.
- Credit card payments: Payments made by credit card are subject to a 4% processing fee. Visa, MasterCard, Discover Card and American Express are accepted.
- Debit card payments: Debit card payments are subject to the 4% processing fee except when made in person using a 4-digit PIN being entered into the terminal.

DEPARTURE TIMES

- Scheduled departure times are sent to passengers in a final letter packet approximately 7 to 10 days prior to the departure date. Please arrive a minimum of 15 minutes prior to the scheduled departure time provided.
- While we strive to always be prompt, sometimes it is out of our control. It is advisable to remain at the departure location for up to 30 minutes past the designated departure time prior to calling us.

NO SHOWS

- It is the traveler’s responsibility to arrive at the departure location on time. Burlington Trailways cannot be held responsible if you do not arrive on time (no matter what the reason) and miss the motorcoach.
- We are on a timed schedule and must depart on time. If you are unsure of where a departure point is located, we suggest to make a dry run so you will know where to go the day of departure.

- There will be no refunds for no shows on a tour. Please be sure you allow enough time to get to the departure location.

PARKING INFORMATION

- Burlington Trailways, parking lot owners and shopping center management assume and accept no responsibility for the safety of your vehicle or its contents at the place of departure. If you choose to park and leave your vehicle there, you do so willingly and at your own risk. If you choose to leave your vehicle, please park only in the areas designated in your final tour information packet. Vehicles not parked in the indicated areas may be subject to towing and all expenses incurred are the responsibility of the owner.

ITINERARIES

- Every effort will be made to accommodate the planned itinerary for each tour; however, each itinerary is subject to change with or without prior notification.
- Burlington Trailways reserves the right to make changes to the itinerary or schedule of any tour for reasons of safety, convenience or to provide what it considers to be an improvement of the tour package. Burlington Trailways assumes no liability for such changes and shall be held harmless by you for any such changes.

TOUR PRICING

- Burlington Trailways reserves the right to change published pricing in the event the costs to Burlington Trailways are adjusted by the attraction/venue being visited or other means that are outside of our control.
- We make every effort to ensure the accuracy of the products and services we offer in our tour catalog, brochures, advertisements and online at TrailwaysTravel.com. We are not liable for any informational/typographical errors on the website or in any catalog, brochure or advertisement.
 - If you should find an error, please report it to us for immediate correction.
 - In the event something is listed at an incorrect price due to typographical, photographic, or technical error, we shall have the right to refuse or cancel any orders placed for products listed at the incorrect price.
 - Burlington Trailways shall have the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card charged.
 - If your credit card has already been charged for the purchase and your order is cancelled due to an error, we shall immediately issue a credit to your credit card in the amount of the incorrect price plus processing fee.
 - All prices are quoted per person. Sharing a room is always a better value as the room cost is then split between all parties in that room.
 - Pricing is listed as Single (1 person per room) or per person Double (2 people per room).
 - When available, pricing may also be listed as per person Triple (3 people per room), and per person Quad (4 people per room).

INCLUDED IN YOUR TOUR RATE

- Transportation – Round trip via modern, luxury motorcoaches equipped with restroom, air-conditioning, adjustable leather lounge seats, tinted windows, audio and video systems, galley kitchen, wi-fi, electrical outlets at each seat and lap trays.
- Accommodations – Your accommodations are generally 3-star or higher rated meaning they have high service and additional amenities available and have been chosen on the basis of location. Room assignments are made at the discretion of each hotel; however, if the traveler has a specific need, we will make a special request but cannot guarantee it. Please advise at the time of reservation if there is a special need.
 - Luggage handling is included for one large piece of luggage per person at all hotels that offer the service. We do our best to include luggage handling, but it is sometimes not available.
- Sightseeing – All sightseeing tours and admissions are covered in the tour price as outlined in the tour itinerary and listed on the back page of the brochure.
- Meals – Meals are only included if specified in the brochure and itinerary.
 - Meal codes are used on the itineraries. They are as follows:
 - B = Breakfast
 - A continental breakfast is considered a meal.
 - L = Lunch (may be a boxed lunch but will be indicated in the day's description.)
 - D = Dinner
 - Tour Host and Driver – Burlington Trailways has essential people who are involved in planning our tours with you, the traveler, in mind. They do their best to assure your hotels, meals, sightseeing attractions, and miles driven in a day will aid you in having one of the best worry-free vacations available. After the in-office planning, it is turned over to our professional Tour Hosts and Drivers who help ensure your experience to be comfortable and enjoyable.
 - The Tour Host assists you from the moment you get on the motorcoach until you complete your tour. They stand in line for tickets, check the group into hotels, entertain the group, handle any individual situations and/or concerns of passengers and inform you of the many sights you may see.
 - Many travelers have told us that we have the best Motorcoach Drivers in the business. Our Drivers are not only professional in every aspect, but are also caring, congenial and helpful.
 - Most importantly, our Drivers and Tour Hosts look forward to each and every tour so that our travelers feel special from the first moment they step on board until they return back at the end of the tour. This is a great reason why Burlington Trailways is a great vacation value!

LOOKING FOR A ROOMMATE?

- Occasionally we have single or widowed passengers looking for a compatible traveling partner to enjoy a tour and share a room. (Each room would contain separate beds.) While we will not just assign roommates, we will provide (with your permission) contact

information so that you can meet and talk with each other prior to reserving space on a tour. We can temporarily hold space while that decision is made.

LUGGAGE

- We ask passengers to limit their luggage to one piece per passenger not to exceed 62" combined length, width and height. It should not exceed a 50-pound weight limit and should have identification attached as well as inside the luggage. This large piece of luggage may be delivered to your hotel room.
- Carry-on bags are allowed but must be able to fit in the overhead compartment or at the passenger's feet. If space is available, they may be placed under the motorcoach at the driver's discretion. All passengers are responsible to transport carry-on bags to and from their hotel rooms on their own. Please remember to pick up your carry-on bag upon arrival/check in at each hotel if you placed it under the motorcoach as this is your responsibility.
- Hotels will handle only one piece of luggage per passenger.

CARGO

- The ability for travelers to bring along extra cargo may be limited. Preference will be given to items necessary for medical reasons. If you require items such as wheelchairs, motorized wheelchairs (including carts and scooters), air tanks, walkers, etc., please let us know as soon as possible to see if accommodations will be possible.
- Individual items weighing over 70 pounds will only be accepted on a space available basis.
 - These items will require people accompanying that traveler to be able to load and unload that item from the motorcoach as we cannot have the driver handle parcels in excess of 70 pounds.
 - If the item may be disassembled such that no single piece exceeds the 70-pound limit, then it may be handled on a space available basis. The driver will not be responsible for assembly/disassembly.
 - As motorcoach space is limited, these limitations are necessary to ensure that all travelers are afforded equal opportunity regarding luggage allowance.

WEAPONS

- Passengers are not allowed to bring weapons on the motorcoach.

MOTORCOACH GUIDELINES/PRECAUTIONS

- All passengers are required to bring a CDC recommended face covering. Some venues may require the wearing of a face mask for entry. It is at the passenger's discretion to wear the approved face covering while onboard a Burlington Trailways motorcoach for a group tour.
- When social distancing is unable to be practiced, the wearing of a face covering is recommended but at the discretion of the passenger.

- Passengers must abide by the guidelines set forth by each venue the tour may visit. If the passenger should decide to not abide by the guidelines set forth, the venue does have the right to refuse you service, and no refunds will be granted.
- Passengers are encouraged to sit with members in the same household and/or with whom they rode with to the departure location or may be rooming with during the tour.
- Passengers will sit in the same assigned seat throughout the entire tour.
- We require any passenger who is sick or showing symptoms of illness to stay home, unless the symptoms can be confidently attributed to another reason. Should a passenger become ill during the tour, the passenger will be responsible for arranging alternate travel home. Monies paid to venues may not be refundable.
- Each night the Driver will thoroughly clean and sanitize the motorcoach.
- During the day, the Tour Host will frequently sanitize high touch areas in the motorcoach.

FOOD, BEVERAGES & SMOKING

- Small (six-pack size) soft sided coolers are allowed on the motorcoach; however, no glass containers may be in them. Alcohol is prohibited unless your specific tour lists an exception to this rule. The Driver and/or Host may inspect any or all coolers and dispose of alcoholic beverages. Passengers under the age of 21 may not have alcoholic beverages at any time during the tour duration. Coolers must fit under the seat and cannot be stored in the overhead compartments.
- Eating and drinking (non-alcoholic beverages) are allowed, but please be neat and use the trash cans available on the motorcoach.
- There is no smoking or use of any illegal substance allowed on Burlington Trailways motorcoaches. Breaks are made during tours, please take advantage of those if you wish to smoke. Passengers are required to refrain from all tobacco use while on board including electronic cigarettes, vaping materials, smokeless/chewing tobacco and dip. Do not stand and smoke near the entrance of the motorcoach.
- Many hotels are smoke-free. Please know that if you do smoke in a non-smoking hotel room, you will be personally responsible for any charges incurred from such by the hotel.

MOTORCOACH ETIQUETTE/COURTESIES

- Be considerate of other passengers, driver and host at all times.
- Be on time. Punctuality is extremely important when traveling with a group.
- Each motorcoach is equipped with a restroom for your comfort which may be used while on the road. Please leave the restroom clean for the next user.
- Each passenger must be in their seat before the motorcoach can depart. We ask passengers to remain in their seats while the motorcoach is moving unless they are using the restroom or table that may be set up in the rear. When moving about while the motorcoach is in motion, please use the handrails located just under the opening of the overhead compartments as a stability aid.
- Many people have allergies or reactions to perfumes, colognes and strong scents. Please consider others by refraining from wearing excessive amounts.

- Please limit cell phone use while traveling on the motorcoach. Put your cell phone on vibrate, or silent, if possible. Turn the volume of your ringer down if you must leave it on. Remember to lower your voice level when taking a call on the motorcoach and to keep conversations brief. It is wise to avoid personal topics when others are around and can hear you.
- If you have brought your own music or video to watch while traveling, please use headsets so that others seated around you cannot hear.

SEATING

- Seats are assigned in the order that reservations are received. Special seating requests cannot be guaranteed; however, we will do our best to try and honor these. Oftentimes we have many seating requests to try and accommodate which is not always possible. All seats assigned are for the duration of the tour but exchanging seats by agreement of each party involved is acceptable.
- If you are traveling with a roommate or group, it is very important to provide this information when making your reservation. Odd number groups (1, 3, 5, etc.) may be seated across, or in front of each other, and/or matched with other odd numbered groups when needed to accommodate all passengers on the tour.

ACTIVITY LEVELS

- On all tours, leisurely walking is a part of the trip. Please be sure to wear comfortable shoes for walking.
- An activity level will be noted on the back of each tour brochure to provide some guidance as to what is expected from the traveler on that particular tour.

OBJECTIONABLE PERSONS

- Burlington Trailways reserves the right to refuse to transport a person who is considered objectionable, such as, but not limited to:
 - Exhibits hazardous or offensive action or behavior.
 - Refuses to comply with any lawful rule or regulation of Burlington Trailways.

CANCELLATIONS/REFUNDS

- Please allow 2 – 3 weeks for refund processing.
 - Refunds will be issued in the same form of payment if made by check, credit card or gift certificate.
- Cancellations made by the traveler
 - Individual cancellations should be made during regular office hours (M-F, 8:30 am – 5:00 pm) when possible.
 - Failure to attend the tour is considered a cancellation made by the traveler.

- Unless otherwise stated on specific tour brochures or on the invoice, refunds are available when cancelled prior to the final payment date or date listed for refund availability.
- If cancelled prior to the final payment date, or other date listed, 100% of the deposit and payments towards the tour are refundable; however, travel protection premiums are not refundable.
- If cancelled after the final payment date, or date listed for refund availability, no portion of any payments made towards the tour are refundable, including the travel protection premium.
 - This is when a claim would be submitted by the traveler to the travel protection company.
 - Burlington Trailways will provide to said traveler all documentation required by the travel protection company from Burlington Trailways to make your claim.
- Substitute Travelers
 - On motorcoach tours, if Burlington Trailways or the cancelled traveler can find a substitute within 2 days of the scheduled departure, no financial penalties will be incurred by the cancelled traveler unless fees are incurred by Burlington Trailways due to the change.
 - This policy **does not** apply to tours that include airline, cruise ship, rail transportation or other methods of transportation outside of the motorcoach, or venues that require passenger identification to be provided ahead of time.
- Cancellations made by Burlington Trailways
 - - Burlington Trailways reserves the right to cancel any tour due to insufficient reservations, unavailability of pre-scheduled events or any other matters beyond its control.
 - Notification will be made to those with active reservations as soon as possible.
 - Full refunds, to those who have active reservations at the time of cancellation, will be given, including travel protection premiums.

WEATHER RELATED INSTANCES

- All tours will operate as scheduled unless cancelled by Burlington Trailways. We will call to advise if a tour will not be going.
- Weather situations are beyond our control and may develop while a tour is already underway.
 - These situations will be addressed to help ensure your safety and to include as much of the original tour as possible.
 - In the event a weather delay forces the extension of a tour, additional lodging and meal expenses will be the responsibility of the traveler.

- If weather or other conditions are such that travel will constitute an unacceptable risk to tour participants, travel may be suspended and refunds will be based on the amount of the cost expended that can be recouped by Burlington Trailways.

EVENT POSTPONEMENT/CANCELLATION

- Ticketed venues retain the right to cancel or reschedule their events. If the event does not occur on the originally scheduled date, your reservation will be automatically moved to the new date.
 - If you are unable to travel on the rescheduled date, your ticket may be provided to you, if physically supplied by the venue to Burlington Trailways. It will be the traveler's responsibility to obtain the refund or make it available for sale to others.
- If the event is cancelled or delayed after the motorcoach arrives, there will be no refunds for the transportation portion of the tour as the transportation has already been provided.
 - In the event of rain delays for sporting events, etc., the group will wait a reasonable amount of time in the hope that the event will take place. In the event of a rain out, the policy on the back of the ticket will prevail and it is the traveler's responsibility to obtain any available refunds offered by the venue.
- If a scheduled event is cancelled for any reason beyond the control of Burlington Trailways, all travelers with active reservations will be reimbursed to the full extent of the reimbursement that Burlington Trailways can obtain from vendors/suppliers. No other costs will be refundable and Burlington Trailways will assume no responsibility for the cancellation.

TRAVEL PROTECTION POLICIES

- To protect the operation of each tour, and to manage non-refundable and operational expenses, cancellation policies are applicable to all tours.
- You may protect your travel investment with a policy available from Burlington Trailways through TripMate.
- It is suggested that travel protection be purchased at the time of deposit, or within 7 days from deposit to help ensure that pre-existing conditions may be covered.
- Trip cancellation and interruption, travel delay, baggage/personal effects, baggage delay, accident & sickness medical expense and more are included in these policies.
- Please contact us for more information at 319-753-2864, ext. 162.
- The purchase of travel protection is at each traveler's own discretion; however, if the traveler chooses to not purchase the protection, Burlington Trailways requires the signing of a form stating that travel protection has been offered and declined.

COVID-19/INFECTIOUS DISEASES ASSUMPTION OF RISK

- While Burlington Trailways has undertaken reasonable steps to lessen the risk of transmission of COVID-19 in connection with the services provided, Burlington Trailways is not responsible in any manner for any risks related to COVID-19 in connection with the services received.

- It is to be understood that participation in services provided includes possible risk of exposure to, and illness from, infectious diseases other than COVID-19. While particular rules and personal discipline may reduce this risk, the risk does exist.
- It is further understood that COVID-19 is a highly contagious and dangerous disease, and that contact with the virus that causes COVID-19 may result in significant personal injury or even death.
- The passenger assumes the risk of any illness or death related to any and all infectious diseases including, but not limited to, COVID-19 arising from their presence on any Burlington Trailways property and participation in any form of services provided by Burlington Trailways and have willingly chosen to participate.

ACCESSIBILITY

- Burlington Trailways complies with the Americans with Disabilities Act (ADA).
- Burlington Trailways will seek, to the extent feasible, to accommodate the needs of persons with disabilities so they are able to enjoy our tours.
- Although we will notify and request accessible facilities, Burlington Trailways cannot guarantee that all facilities, hotels and attractions will provide access that complies with ADA requirements.
 - Please note, Canada and other international destinations do not adhere to ADA requirements.
- At time of reservation, please advise our reservationist of all special needs as all sites and attractions may not be accessible.
- If you use a motorized mobility device, the combined weight of the passenger and the mobility device cannot exceed 600 pounds. Please inform us prior to departure of the dimensions of the mobility device.
- We require all passengers to be seated in regular coach passenger seats or to be belted onto their mobility device and secured to the floor of the motorcoach.
 - If unable to be seated in a regular coach seat, please disclose this information at the time of reservation as there will be a reduction in seat availability to accommodate mobility devices.
 - If the tour is close to passenger capacity at the time of reservation, we may not be able to accommodate the reservation request if the required number of seats are no longer available.

LOST AND FOUND

- Burlington Trailways will not be responsible for unattended, lost, mislaid or abandoned property.
- Any items which are left on the motorcoach will be retained for a period of 30 days after which time they will be disposed of.
- If you think you may have left something behind, please contact the Tour Office at 319-753-2864, Ext. 162 during regular business hours (M-F 8:30 am – 5:00 pm).

GRATUITIES

- The practice of providing gratuities is customary, but not obligatory.
- Tipping of dining room staff is included for meals that are included as a part of your tour.
- Additional step-on or local guides are sometimes used on our tours. Gratuities for these people have not been included and are at your own discretion. For a step-on guide, the suggested rate is \$1 - \$3 per person. For a local guide that is with your group for the entire day a suggested rate would be \$3 - \$6 per day, per person.
- Tipping of hotel housekeepers is not included and is at your own discretion. A suggested rate would be \$1 - \$5 depending upon the number of people occupying the room and should be left daily rather than on the last day as housekeepers may rotate.
- Tipping of your driver and tour host are not included. A suggested rate would be \$3 - \$6 per day, per person, for each the driver and the tour host.

AIR TRAVEL

- On any tour that involves domestic air travel, all passengers with a driver license issued by a state that is still not compliant with the REAL ID Act (and has not been granted an extension) will need to show an alternative form of acceptable identification, for example, a valid US Passport.
- On any tour that involves international air travel, it is the responsibility of each passenger to have in their possession proper documents and proof of citizenship; generally, a valid US Passport. All air travel to destinations outside of the United States and its territories (including Canada and Mexico) will require a valid US Passport. This generally must be valid for at least six months beyond the planned completion of travel date.
- In compliance with Homeland Security, date of birth and passenger's full legal name, as shown on proof of citizenship being used, must be provided to Trailways Travel within 7 days of reservation for the purchase of air tickets. It is the passenger's sole responsibility to provide the accurate listing of their name as shown on the form of proof of citizenship they will be using. Any name changes made at a later date will result in the passenger being responsible for any additional airline fees incurred.
- Airline luggage fees, including excess baggage charges, or other charges imposed, are the responsibility of the guest and paid directly to the airline.
- All travelers will be subject to TSA screening and procedures as outlined by each airport and Homeland Security at time of travel.
- Burlington Trailways cannot issue copies of airline tickets for clients with frequent flyer programs.
- As airfares, fees and taxes change frequently, airfares are guaranteed only after they have been paid and tickets issued.

INTERNATIONAL TRAVEL

- On any tour leaving the United States, it is the responsibility of each passenger to have in their possession proper documents and proof of citizenship; generally, a valid US Passport. This includes land crossings into Canada and Mexico. All air travel to destinations outside of the United States and its territories will require a valid US Passport. This generally must be valid for at least six months beyond the planned completion date of travel.

- For ease of money exchange in foreign countries, if you use a credit card you will receive the current rate of exchange without the hassle of having to exchange the amount you need into foreign funds. (An exchange fee may be charged – call your credit card company first.) If you wish to receive the foreign currency, again it is advisable to use your debit card at an ATM where you will receive the current rate of exchange with additional excessive fees attached. (Please contact your financial institution for verification of use in the country you may be visiting.)
- Travelers are required, by law, to declare all plant, animal, and food items they bring to or from foreign countries. This includes items related to plants, animals and food, or their by-products. Failure to declare items may result in fines.

PASSENGER RESPONSIBILITY

- Burlington Trailways cannot be held responsible and cannot delay a tour if any passenger is denied entry to any venue, border crossing, or boarding onto a cruise ship or airplane.
- Burlington Trailways cannot be held responsible for passengers left behind due to failure to adhere to time schedules.
- The passenger is responsible for all expenses incurred to rejoin the tour or to return home.

GIFT CERTIFICATES

- Gift certificates are available, please call to inquire.

DISCLOSURE OF CONDITIONS AND RESPONSIBILITY

- Burlington Trailways acts solely as a selling agent for transportation (whether by motorcoach, rail, boat, air or other means) and non-transportation services (including, but not limited to, hotels, restaurants, sightseeing and amusements) sold or arranged by it; Burlington Trailways does not assume responsibility for any damage, loss, delay, injury or accident due to any act or default on the part of any company or persons engaged in providing said transportation, lodging, sightseeing, or other services which are a part of these tours. In addition, Burlington Trailways will not be responsible for (i) government actions, weather, mechanical breakdowns, acts of God, public enemies, authority of law, quarantine, riots, strikes, the hazards or dangers incident to a state of war, or other circumstances beyond its control, (ii) passenger's failure to obtain required documentation, including passports, visas, and health certificates, (iii) overbooking by a hotel and hotel imposed surcharges, (iv) passenger's failure to follow instructions, including, but not limited to, check in and out times and baggage handling, and (v) inconvenience generated by strike or other work stoppage involving the heretofore referenced independent firms. We anticipate no changes in the published tours, but reserve the right to withdraw, alter the schedule, change the routing and tariffs at the time of printing, and are subject to change before departure.