



# FRIENDSHIP TOURS

## THE SHIP SHOP

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### TERMS & CONDITIONS / TOUR POLICIES / RESPONSIBILITY

#### TERMS AND CONDITIONS

By booking your arrangement with us, you are agreeing to be bound by the terms of this Agreement and any additional terms and conditions of any Supplier that are applicable to your booking, travel arrangements. The lead participant assumes the responsibility of sharing these Terms and Conditions with each trip participant, including payment of all amounts when due. It is the responsibility of each participant to read our Terms and Conditions in its entirety. Friendship Tours is not responsible for any participant's unawareness of the Terms and Conditions due to the failure of the lead participant to share this information with all other participants/customers. If you do not agree with our terms and conditions you should contact us before making a booking.

You represent and warrant that (a) you are of sufficient age to use our services and website and can create binding legal obligations in connection with your use, (b) you are legally authorized to act on behalf of those you represent and accept these terms and conditions on their behalf, and (c) the information supplied by you or members of your group is true and correct. You understand that you are financially responsible for any use of our services or website by you and those for whom you make bookings.

You agree that any violation of any such terms and conditions may result in (a) the cancellation of your reservation or purchase, (b) your forfeiture of any monies paid for your reservation or purchase, (c) you being denied access to the applicable travel related product or service, and (d) our right to debit your account for any costs we incur as a result of such violation.

**RESERVATIONS:** Advance reservations are required and are made by calling our office, 800-243-1630 / 860-243-1630, or online at [www.friendshiptours.net](http://www.friendshiptours.net).

**PAYMENTS:** Payment in full is required at the time of booking on all daytrips. On Overnight, Cruise and Fly Tours, an initial deposit is due at the time of booking with final payment due at a later time. See specific trip flyers for payment due dates.

**FORMS OF PAYMENT:** Friendship Tours accepts cash, checks, Visa, MasterCard and Discover. A \$25 fee will be charged for any returned check.

**CANCELLATIONS:** Payments on all Day Trips are non-refundable. Reservations are transferrable if you find a replacement. If Friendship Tours needs to cancel a Day Trip due to reasons beyond our control, you will receive a credit held on account with us without expiration or a refund check can be issued for the tour cost less a \$10.00 administrative fee. Overnight, Cruise and Fly Tour cancellation policies will vary. Please see the specific trip flyer regarding the cancellation policy. Optional trip protection insurance is available and strongly recommended.

**TRIP PROTECTION COVERAGE:** ... is strongly recommended. Aon Affinity administers the NTA Travel Protection plan designed specifically for members of the National Tour Association. The Pre-existing medical condition exclusion can be waived by purchasing the Enhanced Plan within 14 days of your deposit or initial payment. Purchase of the plan within this time period also provides eligibility for the Financial Insolvency benefit. Traveling companions / roommates are required to take the same plan (Basic or Enhanced) in order to be properly covered. An option to purchase Cancel for Any Reason insurance through Travel Insured International is also available within 14 days of your deposit or initial payment. Insurance Premium is non-refundable once paid.

**TRAVEL DOCUMENTS:** Document packets on all multi-day tours and cruises are mailed approximately 10-14 days prior to departure and will contain an itinerary confirming departure time and location along with baggage tags.

**BAGGAGE:** Each passenger is allowed one piece of luggage plus one carry-on bag. Please refer to your trip itinerary to see if there are any size restrictions. Any tour requiring air travel may have a baggage fee depending on the airline.

**PASSPORT:** If traveling outside of the United States including Canada, a valid passport is required. Passport must be valid for 6 months after your return date. A verified valid government issued I.D. is required when traveling within the U.S. by air. Non U.S. Citizens are responsible for obtaining proper documentation for travel. Friendship Tours / The Ship Shop is not responsible for passengers not having proper documentation for travel.

**SMOKING:** A no smoking policy is in effect on our motorcoach tours.

**BUS SEATING:** Seating is on a first come first serve basis and is not reserved on any of our tours. Only children 5 years old and older are permitted on motorcoach tours.

[www.friendshiptours.net](http://www.friendshiptours.net) — [office@friendshiptours.net](mailto:office@friendshiptours.net)



**DEPARTURE POINTS:** Leaving your vehicle in any commuter lot is at your discretion. Friendship Tours is not responsible for any damage or theft to any vehicles. Ship Shop cruise departure points are determined on a per sailing basis.

**LOST ITEMS:** Friendship Tours is not responsible for any items left on the motorcoach or at any of the stops on tour.

**PRICING:** Vacation planning requires extensive long-term planning, costs are incurred long before the actual departure date. Published costs in our fliers, and other materials are current at time of printing but we reserve the right to make adjustments based on changes from our suppliers. Airline costs are subject to change. Fuel surcharges are applicable to all forms of travel.

**CHANGES TO ITINERARIES:** While no changes are anticipated, there may be occasions when certain alterations become necessary. These can be due to religious holidays, national celebrations, or unforeseen events including weather, governmental closures, acts of God, or any other reason. Friendship Tours reserves the right to change the itinerary due to such unforeseen circumstances or emergencies. Additionally, historic sites undergo renovations from time to time which can obscure viewing or otherwise change the nature of visiting these sites. No tours will be cancelled due to renovations, although Friendship Tours may choose to amend itineraries for such sites. Cruise lines reserve the right to alter itineraries including change or cancellation of ports. These changes will not be considered a material change and will not be considered cause for cancellation or refund by the guest.

**TRAVELERS REQUIRING SPECIAL ASSISTANCE:** Travelers needing special assistance must inform Friendship Tours at the time of booking. In compliance with the Americans with Disabilities Act, Friendship Tours will make reasonable efforts to accommodate the special needs of travelers. Friendship Tours does not provide personal services or individual assistance (such as pushing a wheelchair, assisting with walking, administering of medications, etc.). A qualified and physically able companion should accompany travelers who need such assistance. Participants with disabilities should notify Friendship Tours if ADA accessible accommodations are needed and we will make all reasonable efforts to accommodate this request, but cannot be responsible if ADA accommodations are not available. Please note that accommodations outside of the U.S. may not be in compliance with the Americans with Disabilities Act and may not have wheelchair accessibility.

**FOOD ALLERGIES:** If a meal is included in your itinerary, please notify us ASAP if you have any allergy and food limitation(s). We will request accommodations for Participants with food allergies from food service providers but Friendship Tours cannot guarantee the result and is not responsible for food prepared by Third Parties.

**FORCE MAJEURE:** Friendship Tours shall not be responsible for, and shall make no refund for, events beyond its control, such as, without limitation, acts of God, strikes, acts of war, terrorism or civil disturbance, government restrictions, changes of schedules or operational decisions of air carriers, terrorist activity or the threat thereof, industrial action, natural or nuclear activity, epidemic, pandemic, illness, physical injury, quarantine, medical or customs or immigration regulation, delay, or cancellation, adverse weather conditions, fire, or for acts or omission of Third Parties or other parties not under the control of Friendship Tours, and all similar events outside our control.

**RESPONSIBILITY:** Friendship Tours and the Ship Shop, divisions of Friendship Corp. its employees, shareholders, agents, and representatives (together "Friendship Tours") act only as a purchaser of transportation, accommodations, restaurant services, sightseeing, and other services from various independent suppliers (Suppliers) which are not subject to its control. Friendship Tours is an independent contractor and is not an employee, agent, or representative of any of these suppliers. Friendship Tours does not own, manage, operate, supervise, or control any transportation, vehicle, airplane, hotel or restaurants, or any other entity that supplies services related to your tour. Friendship Tours is not affiliated with any other tour operator. All suppliers are independent contractors, and are not agents or employees or representatives of Friendship Tours. All tickets, receipts, coupons, and vouchers are issued subject to the terms and conditions specified by each supplier, and by accepting the coupons, vouchers, and tickets, or utilizing the services, all customers agree that neither Friendship Tours, nor its employees, agents, or representatives are or may be liable for any loss, injury, or damage to any tour participant or their belongings, or otherwise, in connection with any service supplied or not supplied resulting directly or indirectly from any occurrence beyond the control of Friendship Tours. Friendship Tours shall not be responsible for bankruptcy, breach of contract or any intentional or careless actions or omissions on the part of such suppliers, which result in any loss, damage, delay, or injury to you or your travel companions or group members or damage or loss of any participant that may result from any act or omission on the part of others; and Friendship Tours shall not be responsible for any injuries, damages, or losses caused to any traveler in connection with terrorist activities, social or labor unrest, mechanical or construction failures or difficulties, diseases, local laws, climatic conditions, criminal or abnormal conditions or developments, or any other actions, omissions, epidemic, pandemic, illness, physical injury, quarantine, medical or customs or immigration regulation, delay, or cancellation or conditions outside its control. In no event shall Friendship Tours and The Ship Shop be responsible for exemplary or punitive damages. Friendship Tours accepts no responsibility for lost or stolen items. Friendship Tours reserves the right to refuse any participant or potential participant at its sole discretion.