

## **European Castles Tours – Astrid Baur Travel**

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## **TERMS AND CONDITIONS**

### **For Multi-Day Tours (7 days and longer)**

European Castles Tours are operated by Astrid Baur Travel, based in Hopfen am See, Germany

#### **Pricing Basis**

Tour prices are exclusive of the costs of travel from guests' homes to the tour origination points and back. This exclusion typically consists of trans-Atlantic or other international air travel to and from the tour origination and termination airports.

Tour prices are per adult person, based on double occupancy. Single room supplements, triple room reductions, and child reductions are listed where applicable.

Airport transfers are complimentary. Guests not using the included transfer will not be given a refund or tour price reduction.

Tour prices include the meals, accommodation, transportation, sightseeing, and personal services features listed in the Tour Features and Itinerary for that tour. Lunches, identified dinners, extra beverages, laundry, most long distance telephone calls, personal purchases, and gratuities are not included in the tour price.

#### **Deposit and Final Payment**

Both the reservation information on the Reservation Form and a non-refundable per-person Deposit which varies by tour are required to complete a reservation.

Final payments are due 45 days prior to the beginning of tours. Clients using PayPal will be billed at that point, and clients paying via credit cards will have the Balance Due amounts charged to their accounts. Clients paying by mail are responsible for ensuring that their payments arrive by the due date.

Reservations made less than 45 days before tours begin require payment in full.

#### **Tour Departure**

The guest is responsible for arriving at the point of departure, with all required documentation, at the time set forth in the tour documents. The tour operator will have no obligation to refund any amount paid by the guest in the event the guest misses the departure of the tour. Guests will be allowed to join the tour late, but must make and pay for their own arrangements to do so.

For guests who book flights that arrive outside the arranged times, there is a possibility of a private transfer. Please ask about possible arrangements and prices.

#### **Travel Documentation**

The guest has sole responsibility for determining his or her immigration requirements and obtaining appropriate documentation, including but not limited to passports. Most countries require that the passport be valid for at least six (6) months beyond the conclusion of your trip. Due to tighter international travel regulations, the processes for issuing passports in the United States, Canada, and other countries have been backlogged and citizens may experience long delays. If you need a new passport, act early.

## **Participation**

For the benefit of everyone on your tour, Astrid Baur Travel reserves the right to accept or reject any tour participant and to remove any participant whose conduct is deemed incompatible with the interests of the other participants.

## **Substitutions**

Requirements to make substitutions for published meal, accommodation, or sightseeing features do not occur frequently on these tours, but may become necessary due to circumstances beyond the control of Astrid Baur Travel.

Published itineraries may be subject to rescheduling. In the case of the “Bavarian Castles Tour” and the “Christmas Markets Tour”, where guests are staying in the same accommodations throughout the week, the itinerary days may be re-sequenced to attempt to avoid inclement weather.

## **Guaranteed Departures**

Once the deposit has been paid and the reservation confirmed, the tour is guaranteed to operate as scheduled and will not be cancelled due to a low level of participation. If a tour is cancelled in advance due to war or other force majeure cause, full refunds will be provided.

## **Children**

Children who are at least 8 years old are welcome on these tours. Experience has shown that younger children do not fully enjoy these types of tours.

On the Bavarian Castles Tour, children between 8 and 16 years of age receive a 40 % discount if sharing a room with 2 adults. On most other tours, children between 8 and 16 receive a 30 % discount if sharing with 2 adults.

## **Travelers Who Need Special Assistance**

These castle tours are not suitable for persons with significant physical disabilities. These tours involve walking, climbing stairs, and getting on and off motor coaches and other forms of transportation not equipped with facilities for disabled guests. Astrid Baur Travel regrets that it cannot provide individual assistance to a tour participant for walking, dining, getting on and off motor coaches and other vehicles, or other personal needs.

A qualified and physically able companion must accompany travelers who do need such assistance, and must assume total responsibility for their well-being. Guests may omit participation in more demanding activities. Motorized scooters are unsuitable.

## **Privacy Policy**

Contact information provided to Astrid Baur Travel is used for answering questions and for tour booking purposes only, and is not sold, shared or otherwise disclosed to any other company, organization or individual.

## **Photographic Release**

Group photos of participants may be posted on tour descriptions web pages after some tours. Unless guests issue specific instructions that they are not to be included it is assumed that they consent to such use of their likeness. Guests who wish to decline may advise using the “Special Requests” portion of the Supplementary Information form. In the event that a guest declines, it is expected that he or she will not participate in arranged group photo sessions.

### **Money Back Guarantee**

Guests who are not satisfied that the quality of their Multi-Day (7 days or longer) tour meets its advertised standards may request a refund of the cost of the tour after one night and before departure on the itinerary of the next day, at which point participation in the tour ends. The only charge will be for the first night's hotel accommodation. European Castles Tours accepts no responsibility for costs other than the tour refund. This Guarantee is effective for Confirmed Reservations (including payment of Deposit) as of February 9, 2011. European Castles Tours reserves the right to withdraw this Guarantee at any point in the future, but will honour it for all guests with Confirmed Reservations (including payment of Deposit) as of that date.

### **Liability and Responsibility**

Astrid Baur Travel acts solely as an agent for the guest, and assumes no responsibility whatsoever in whole or part for any occurrences including but not limited to any delay, loss, accidents, personal injury, sickness, medical expenses, or property damage occasioned by fault or negligence of any person, employee or company entrusted with the performance of such service from whatever cause.

Astrid Baur Travel assumes no responsibility whatsoever for any expense or inconvenience caused by late arrivals and departures of trains, ships, airplanes, buses, autos or any changes of schedule.

Astrid Baur Travel assumes no responsibility for the loss of, or damage to your luggage, money, jewelry, valuables or any other belongings whatsoever and howsoever caused. I am aware that travel insurance may be available for me to purchase.

### **Cancellations and Cancellation Fees**

If notice of cancellation is received more than 45 days prior to tour start, the Deposit will be retained. If later, the Cancellation Fee will be the greater of the Deposit or the amount specified below:

Otherwise:	31 to 45 days prior to tour start:	20 % of total price or the Deposit, whichever is greater
	15 to 30 days prior to tour start:	35 % of total price or the Deposit, whichever is greater
	8 to 14 days prior to tour start:	50 % of total price
	1 to 7 days prior to tour start:	75 % of total price
	Departure day and later:	100 % of total price

The Deposit will be credited against any cancellation charges.

Cancellation Fees will be charged using the payment arrangements established for the Balance Due.

### **Terms and Conditions Changes**

These Tour Terms and Conditions are subject to change as circumstances warrant. The Terms and Conditions current at the time of Reservation Confirmation (with paid Deposit) will apply to clients' tours. The above Terms and Conditions are current as of April 14, 2015.