

# Travel Leaders Geist / Caldwell Travel

## Terms and Conditions

We strongly recommend the purchase of travel insurance to protect your investment. You can purchase travel insurance directly with Travel Guard at [www.travelguard.com](http://www.travelguard.com)

When booking insurance please enter our agency name (Travel Leaders Geist or Caldwell Travel) and account identification number (15584726) so we will be able to assist you with questions or claims.

### General Information

- All prices quoted are in U.S. dollars and are confirmed at the time of reservation.
- Prices include charges for planning, servicing and operating packages and are subject to change without notice.
- Prices DO NOT include the following: passport and visa fees as required by destination traveling to, some foreign departure taxes and other government-imposed charges; and MAY NOT include portorage, gratuities, resort fees, energy surcharges.
- Travel Agency is not responsible for personal injury or property damage caused by any negligent act or omission by the air carrier, hotel, or other suppliers of any of the services being offered in connection with this trip, unless there is negligence on our part. However, in no event shall any party be liable for consequential damages. Travel Agency representatives may be employees of Travel Leaders Geist, Caldwell Travel, or may be Independent Contractors. Travel Agency and its suppliers reserves the right to substitute accommodations due to circumstances beyond our control.
- Travel Leaders Geist and Caldwell Travel does not accept responsibility for loss of or damage to luggage or any belongings while in the custody of any airline, bus company, hotel, or other travel vendor.
- Airlines have specific luggage allowances. It is the passengers responsibility to comply with those allowances, or excess/overweight baggage charges may apply and will be collected at the ticket counter of the departing airport.
- Airlines have varying luggage fee policies. View details on luggage fees by carrier.
- By purchasing, you agree to receive e-mails related to your trip from Travel Leaders Geist and Caldwell Travel.
- Travel Leaders Geist and Cladell Travel reserves the right to vary package inclusions, itineraries, options, and in some cases, hotels if necessary.
- Once payment is applied, applicable cancellation and/or change fees will be assessed, some may be non-refundable.
- Additional fees (departure taxes, fuel surcharges, etc.) may be charged due to changes in regulations and policies.
- Name changes made to confirmed hotel and car rental bookings may result in a price change to the current available rate.

### Travel Identification

- Domestic Travel: All passengers 18 years of age or older are required to present 1 form of government-issued photo ID (such as a valid driver's license) or 2 forms of non-photo identification, 1 of which must be a state or federal agency-issued (such as a U.S. Social Security card), before boarding a flight. Failure to present positive identification can result in denied boarding and no refunds will be granted.
- Proof of Citizenship: To enter or return from a foreign country, all passengers are required to present appropriate documentation. Each country, including the USA, has different requirements and these requirements are subject to change at any time. It is the passengers' responsibility to have the correct documentation. For up-to-date entry requirements, see Help/FAQs. Non-U.S. citizens are also required to check for proper documentation requirements.
- For certain countries a notarized consent from both parent(s) or legal guardian(s) is required for children under age 18 traveling alone, with one parent, or in someone else's custody; or a notarized birth certificate showing only one parent, a parent's death certificate, or a court order of child custody MAY also be permissible. Passengers are required to check for proper documentation requirements. Minors traveling alone must be met by an adult.
- Health Requirements: You are responsible for complying with the health requirements of the countries you intend to visit. Check with your physician regarding any immunizations that may be recommended or required.
- NOTE: Travel Leaders Geist and Caldwell Travel is not responsible for failure to present proper documentation. Incorrect documentation could result in denied entry and forfeiture of all monies paid.

### Air Transportation

- Individual airfares are guaranteed at the time of ticketing. Group airfares are guaranteed at the time deposit is received.
- Restrictions apply for unaccompanied minors. Please contact your Travel Leaders Geist or Caldwell Travel travel advisor for further information.
- FAA regulations require that a separate seat be purchased for a child 2 years of age or older; a lap-held child under 2 years old does require a purchased ticket for travel outside U.S. 50 states.
- Birth certificates may be required at check-in as proof of age.

## Flight/Hotel Transfers

- If airfare was not purchased through us—and this vacation includes airport/hotel transfers—we must be advised of the flight numbers, flight arrival and departure times, and dates of travel, in order to arrange and provide your transfers. Failure to do this will result in a forfeiture of transfers and no refund will be given.

## Hotel Accommodations and Activities

- Travel Leaders Geist and Caldwell Travel cannot guarantee fulfillment or special arrangements or requests, such as adjoining rooms, special bed configurations, or nonsmoking room requests.
- Handicap accessibility varies widely between hotels in international destinations; although listed as handicap accessible it may not be ADA (Americans with Disabilities Act) compliant. For specific details on the accessibility of a hotel and its rooms, please contact your travel advisor.
- Handicap accessible rooms are on a request-only basis, based on availability.
- Optional sightseeing, entertainment, and/or transportation options cannot be purchased separately.

## Car Rental Information

- Each rental day is based on a 24-hour rental period beginning at the time you pick up your car.
- Drivers must have a valid driver's license held for at least one year and be at least 25 years of age
- Some countries or car categories may also stipulate a minimum or maximum age limit.
- Passport identification may be needed at the time of car pick-up in international destinations.
- Charges not included at the time of booking include: Collision Damage Waiver, Personal Accident Insurance, Theft Protection Coverage, gasoline, applicable taxes for optional services, local taxes, airport service charges, additional driver charges, and drop-off charges.
- On delivery of your car, you will be required to leave a credit card to cover the insurance deductible.
- Additional fees may apply and will vary by country.
- Car rental companies or tour operators will not make partial refunds on unused services or apply any portion of the rental to charges for gasoline, insurance, or damages.

## Payment Policies

- For group reservations the payment policy will be outlined in the group offering.
- For Individual reservations the payment policy will be determined by the airline, hotel, car rental, or other travel vendor.
- For reservations for travel outside of 31 days: payment may be applied as a deposit and a final payment. All payment information is required at the time of reservation; however only the deposit will be charged upon confirmation of reservation; final payment will be charged based upon the suppliers payment schedule.
- We accept the following forms of payment
  - American Express, Visa, MasterCard, Discover, and Diners Club
  - Personal checks for repeat customers or cashier checks
  - Travel Leaders Geist or Caldwell Travel gift cards or travel certificates
  - American Express Membership Reward Points