



CUSTOM GROUP LAND POLICY

EUROPE | NORTH AMERICA

CUSTOM QUOTATION: Please respond to Group Voyagers, Inc. by the option date listed on your quotation.

INCLUDED IN QUOTATION

ACCOMMODATIONS will be confirmed no later than 30 days prior to date of departure. See attached Terms & Conditions for more details.

- Accommodations will be provided for:
 - Globus** in superior first class or best available first class
 - Cosmos** in superior tourist-class hotels, or best available tourist-class
 - Monograms** in standard or upgraded properties as indicated on the itinerary
- Hotels are subject to availability & subject to change. If for any reason we are unable to accommodate your group in the hotels considered in the quotation, we reserve the right to seek alternative accommodation. Alternative hotels are typically of equal or better quality than hotels listed on the quotation, as based on amenities and ratings guides, and may be located in alternate cities. No reduction or compensation will be given.
- Twin-bedded rooms with private bath or shower, based on double occupancy.
- Single and triple accommodations are on a request basis and generally limited to 10 percent of the passengers traveling. Triples are not available on tours including cruises.

TOUR DIRECTOR/LOCAL HOST The services of a professional Tour Director or Local Host are provided in accordance with the terms of your itinerary.

MOTORCOACHES are air-conditioned nearly everywhere while touring. No use of the motorcoach other than as specified in the itinerary.

SIGHTSEEING as outlined in the itinerary with inside visits (including admission charges) shown in UPPER CASE in the tour description. Sightseeing with local guides where applicable.

AIR TRANSPORTATION is covered under a SEPARATE policy. Please refer to the included Group Air Policy for policies and terms relating to air inclusive bookings.

ONE GROUP AIRPORT TRANSFER on arrival and departure. If passengers will be arriving at multiple different times throughout the day, additional transfer costs may apply.

NOT INCLUDED IN QUOTATION

Airport taxes (where applicable), excess baggage, meals not included in attached itinerary, all items of a personal nature such as laundry, cleaning, telephone, telex or fax expenses, beverages including tea and coffee (except at breakfast), wines, liquors, soft drinks, etc., and TIPS TO MOTORCOACH DRIVER, TOUR DIRECTOR or LOCAL GUIDES unless specifically stated as an inclusion on your quotation.

TRAVEL PROTECTION PLAN

- Travel protection may be purchased as an additional supplement and has NOT been included in the land price of the tour
- The Globus family of brands provides custom tours on a net basis. If travel protection is purchased, it is understood and agreed that in the event of a covered Trip Cancellation claim, the basis of payment under the travel protection plan will be as follows:
 - Travel protection does not protect any fees built in; the Globus family of brands protects only the net tour price when passengers cancel.
 - The claim payment amount will be equal to the penalty amount assessed by the Globus family of brands, plus 15% (to cover commission, group rebates, or any other additional amount added to the net price) on the penalty amount; and
 - Travel Agent/Group Contractor shall refund to the participant any additional amounts paid by the participant for the travel arrangements, not included in the item listed above (not including the travel protection plan premium).
 - Travel protection and travel protection plus premiums are non-refundable within 120 days prior to departure unless the tour is cancelled by the Operator.

PLEASE NOTE: No space is held for your group until the signed copy of this policy and the initial deposit as described below have been received.

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PAYMENT & IMPORTANT DATES

| | | |
|------------------------------------|--|---|
| At time of booking | Minimum Deposit Due | <p>\$1,000 per motorcoach for escorted tours (non-refundable/non-transferable)</p> <p>\$1,000 per 50 passengers for Monograms (non-refundable/non-transferable)</p> <p>\$500 for Monograms pre/post cruise groups (non-refundable/non-transferable)</p> <p>Applicable for groups of 20+ passengers</p> <p>Signed copy of Custom Group Policy due</p> |
| 30 days after deposit | Review of Tour Literature | <p>We must receive ONE COPY of the tour literature you use to promote this tour (flyer, brochure, etc.) at least one month after the tour has been put into operation. We reserve the right to terminate all arrangements if the tour literature does not conform to the program or brand offered.</p> |
| 180 days prior to departure | <p>100% of Passenger names, individual deposits due</p> <p>First and last names must appear as they do on passports</p> <p>Bookings made after this date must have names and individual deposits at time of booking.</p> <p>Last day to cancel with a full refund of individual deposits.</p> | <p>AIR INCLUSIVE GROUPS</p> <p>\$250 per person land deposit.</p> <p>Additional \$300 per person air deposit.</p> <p>After this day, penalties apply for individual cancellation.</p> <p>Please refer to cancellation dates grid.</p> |
| 120 days prior to departure | <p>100% of Passenger names, individual deposits due</p> <p>Bookings made after this date must have names and individual deposits at time of booking.</p> <p>Last day to cancel with a full refund of individual deposits.</p> | <p>LAND ONLY GROUPS</p> <p>\$250 per person land deposit.</p> <p>After this day, penalties apply for individual cancellation.</p> <p>Please refer to cancellation dates grid.</p> |
| 90 days prior to departure | Final rooming list is due | <p>We must receive your rooming list 90 days prior to departure in order produce your documentation on time.</p> |
| 65 days prior to departure | Final payments are due | <p>Tour arrangements are subject to cancellation if final payment is not received by the due date.</p> <p>Emergency contact info is due per person</p> |

CANCELLATION DATES & PENALTIES

| | Individual Cancellation | Full Group Cancellation |
|--------------------------------|--|--|
| After booking | | \$1,000 per motorcoach or \$500 for pre/post cruise groups |
| 119-65 days prior to departure | \$250 per person canceled* | \$250 per person canceled |
| 64-22 days prior to departure | 20% of total price | 50% of total price |
| 21-8 days prior to departure | 30% of total price | 75% of total price |
| 7-1 days prior to departure | 50% of total price | 90% of total price |
| On departure day and later | 100% of total price | 100% of total price |
| *Air Penalties | \$300 air penalty will only apply within airline utilization date. Internal air and taxes are non-refundable within final payment. | |
| Revision Fees | A penalty of \$30 may be assessed for any changes made to a land reservation within 65 days of departure | |

IMPORTANT NOTES FOR ALL CUSTOM TOURS:

- Once the deposit has been received, only minor revisions can be made to the itinerary. In the instance revisions are possible, additional charges may apply. Your included activities have been confirmed in advance and cannot be changed while on tour.
- Under certain conditions, hotels or special services may require a SPECIAL ADDITIONAL DEPOSIT to reserve the space. If this becomes necessary, you will be notified right away. If the additional deposit is non-refundable once received, or becomes non-refundable at a certain date, you will be advised.
- Reductions for clients who join the tour late or leave early are subject to restrictions and are determined on an individual basis at the sole discretion of Group Voyagers, Inc.
- The final number of tour participants traveling on each motorcoach determines the final per person tour cost. Individual cancellations may necessitate an adjustment in the per person tour rate. Tours cannot be operated if group size falls below 15.

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TIPPING

- Pre-paid gratuities for the Tour Director and Driver can be included for the entire group. Please reference the per person amount that is listed on your quotation. Tips for local guides are not included and must be paid while on tour.
- If you are interested in pre-paid gratuities, please advise your Custom Tour Consultant at the time of booking.
- If you are not interested in pre-paid gratuities, a tipping guideline will be provided in passenger documents.

TRAVEL DOCUMENTS

- Travel documents, including any paper air tickets or e-ticket itineraries, are sent by regular ground delivery to one central address for the group approximately two to three weeks prior to departure provided full payment has been received. PLEASE DO NOT SCHEDULE A GROUP DEPARTURE MEETING prior to this time as documents will not be available.
- In order to provide these documents, we should receive your rooming list no later than 180 days prior to departure for cruise inclusive packages and no later than 90 days prior to departure for land packages.
- If the group requires special document handling including but not limited to overnight delivery and multiple delivery addresses, additional fees will apply.

OPTIONAL EXCURSIONS

Optional excursions cannot be pre-sold. They may be offered to your group unless otherwise specified.

CHILD DISCOUNTS

The following discounts will apply when a signed child waiver has been received. Youth groups do not qualify for child discounts.

- **Under 2 years of age:** Free of charge (the cost any necessities like a crib and so forth must be paid directly to the hotel)
- **2 - 11 years of age:** 25% Discount
- **12 - 17 years of age:** 10% Discount

YOUTH GROUPS

A youth group is any non-family group in which more than half of the passengers are between the ages of 8 and 17. Youth groups must be identified as such at the time of booking. There must be a minimum of 1 adult chaperone for every 9 youths. Youth groups are on request and may require special policies. Youth groups do not qualify for child discounts. Additional documentation is required.

PAYMENT

The Globus family of brands will only accept payment for services provided and outlined in the custom quotation. Pricing will be presented as net or gross (including commission and/or rebates). Please discuss these options with your Custom Tour Associate.

- Payment by check, certified funds, or company credit card is the recommended and preferred form of payment.
- Any commission or overage will be remitted by check after the group has departed.

PLEASE SIGN AND DATE THE FOLLOWING—FAX TO 303-795-0962

I certify that I have read, understand, and agree to the terms specified in the Globus family of brands Custom Group Land Policy (including the attached terms and conditions) and the Globus family of brands Custom Group Air Policy (for air inclusive bookings). I also certify that I have provided or will provide to each of my booked passengers a copy of the terms & conditions pages no later than 120 days prior to departure or no later than 7 days prior to departure if already inside 120 days prior to departure.

GROUP NAME OR AGENCY NAME

TRAVEL DATES

AUTHORIZED SIGNATURE

SIGNATURE DATE

5301 SOUTH FEDERAL CIRCLE | LITTLETON, CO 80123-2980
PHONE: 877.303.7753 | FAX: 303.795.0962 | GLOBUSFAMILYGROUPS.COM

The Globus Family of brands is pleased to have the opportunity to be of service to you and your clients.

PLEASE READ CAREFULLY

The purchase of any travel services offered by Globus, Cosmos, Avalon Waterways and Monograms ("the Globus family of brands") or Group Voyagers, Inc. ("the Company") constitutes a contractual arrangement between you and the Globus family of brands, and represents your acceptance of the Globus family of brands Terms and Conditions set out herein. Please ensure that you read carefully and understand these Terms and Conditions prior to booking.

DEPOSIT & FINAL PAYMENT:

We accept checks, money orders, Visa, MasterCard, Discover/Novus, and American Express. Your payment is not deemed made until it is received by the Globus family of brands. A non-refundable, non-transferable deposit of \$250 per land vacation per person is required for us to reserve space for you.

Please review and verify your booking invoice thoroughly and contact the Globus family of brands immediately if your invoice appears to be incorrect or incomplete, as it may not be possible to make changes later. Globus cannot accept responsibility if we are not notified of inaccuracies within 10 days of sending out the invoice. In the case of billing errors, we reserve the right to reinvoice with correct pricing.

Final payment is due 90 days prior to departure for cruise inclusive packages and 65 days prior to departure for land packages. If we do not receive final payment by the due date, we reserve the right to cancel the reservation and retain your full deposit and any Travel Protection Premiums. We are not responsible for canceled land or air reservations in the event payment is not received by the final payment date. Payment in full is required at time of booking for reservations made within the final payment date of your vacation in order to secure booked space.

Acceptance on the vacation is subject to presentation of the Globus Traveler Certificate, which will be available in your final Travel Documents.

EXCEPTIONS APPLY TO THESE VACATIONS:

The following deposit and/or final payment dates apply to these vacations. Please see your invoice for more information on deposit and/or final payment dates.

- Additional \$300 non-refundable deposit (total \$550 non-refundable) is required for air booked in conjunction with any land vacation (i.e. an air-inclusive vacation). Air can only be booked by Globus in conjunction with a land package.

The following taxes and fees will be added to your trip price if you book an air-inclusive vacation with the Globus family of brands. These taxes and fees are dependent upon your itinerary. Please ask your Custom Tour Consultant at time of reservation for more information.

- September 11th Security Fee up to \$10 per person
- Passenger facility charges up to \$18 per person
- Federal domestic flight segment fees up to \$3.50 per segment
- U.S. and International arrival and departure, and other government imposed fees up to \$300 per person

CANCELLATIONS & CANCELLATION FEES:

If cancellation is received less than 120 days prior to departure, your non-refundable deposit and Travel Protection premiums will be retained in addition to any airline-imposed fees or penalties. For individual reservations, the following per person cancellation fees apply.

STANDARD CANCELLATION FEES:

- 45-22 days prior to departure: 20% of total price plus Travel Protection premiums
- 21-8 days prior to departure: 30% of total price plus Travel Protection premiums
- 7-1 days prior to departure: 50% of total price plus Travel Protection premiums

EXCEPTIONS APPLY TO BELOW VACATIONS: CRUISE INCLUSIVE PACKAGES:

- 90-60 days prior to departure: 35% of total price plus Travel Protection premiums
- 59-30 days prior to departure: 50% of total price plus Travel Protection premiums
- 29-1 days prior to departure: 80% of total price plus Travel Protection premiums
- On departure day and later: 100% of total price plus Travel Protection premiums

Cancellation fees may also apply to any additional services, including accommodations, independently supplied services, and optional excursions reserved prior to, during, and after the tour.

If flight changes—including flight cancellations or name changes—are requested after full land and air deposit is received, revision fees, change fees, or airline cancellation fees will apply (see "Revision Fees" below). If an air-inclusive vacation is canceled after air tickets have been issued, refunds will be processed after air tickets are returned to the Globus family of brands. In many instances, airline revision or change fees can be up to \$250 but in some instances may be up to 100% of the ticket price. Cancellation penalties will be quoted at time of cancellation.

We regret that custom tours will operate only when booked by a sufficient number of passengers. We reserve the right to cancel any departure date that has insufficient demand. If a vacation is canceled prior to departure, the Globus family of brands' only responsibility will be to refund to the passenger the amount we have received for the reservation. We will try to re-book passengers on a similar brochure vacation, if possible. Where the Globus family of brands has confirmed flights, we will try to confirm air schedules for the selected new dates, subject to availability. The Globus family of brands cannot assume responsibility for any additional costs or any fees relating to the issuance and/or cancellation of air tickets or other travel arrangements not made through the Globus family of brands.

REVISION FEES:

A fee of \$30 per transaction will be charged for any alteration or revision made to a reservation. Airline penalties may also apply and may be up to 100% of the full ticketed price. Any revisions to a booking may result in the loss of a confirmed airline reservation or an increased airfare which will be payable by the passenger. A change of traveler name, vacation date, or itinerary within final payment will be treated as a full cancellation and new reservation; vacation cancellation fees (as above) apply.

PASSENGER NAMES:

The passenger is wholly responsible for providing their full name as issued on their passport or government identification. Any charge for incorrectly issued airline tickets due to incorrect information will be the direct responsibility of the passenger.

AIR ARRANGEMENTS:

The Globus family of brands is not responsible if an airline cancels, reschedules, or delays a flight for any reason. If you miss your departure flight, it is your responsibility to work with the airline on which you are ticketed to reach your destination. The Globus family of brands is not responsible for any additional expenses you may incur prior to joining your trip. The Globus family of brands is not responsible for and will not provide any refund for portions of trips missed due to canceled, rescheduled, or delayed flights.

For air purchased through the Globus family of brands, if any air schedule requires an overnight stay in a gateway city, the Globus family of brands can assist you with hotel reservations; however, the cost of the overnight stay (including hotel and meals) are at your expense. Air routings are subject to availability. Routings are not guaranteed and are subject to change at any time.

If you make your own flight arrangements, the Globus family of brands will not be responsible for any loss resulting from cancellation or changes in international gateways or travel dates. We recommend that you do not purchase airline tickets with high penalty charges for changes.

PARTICIPATION:

For the benefit of everyone on your vacation, the Globus family of brands reserves the right to accept or reject any vacation participant and to remove any participant whose conduct is deemed incompatible with the interests of the other participants. We will not refund nor cover any cost or expenses you incur if we have to terminate your vacation arrangements due to your unacceptable behavior.

TRAVELERS WHO NEED SPECIAL ASSISTANCE ON TOURS AND/OR CRUISES:

You must report any disability requiring special attention while on tour or on cruise to the Globus family of brands at the time the reservation is made. The Globus family of brands will make reasonable attempts to accommodate the special needs of disabled travelers, but is not responsible in the event it is unable to do so nor is it responsible for any denial of services by air carriers, hotels, restaurants, or other independent suppliers. The Americans with Disabilities Act is only applicable within the United States and facilities for disabled individuals are limited outside its borders. Most transportation services, including the touring motorcoach, are not equipped with wheelchair ramps. We regret that we cannot provide individual assistance to a vacation participant for walking, dining, getting on and off motorcoaches and other vehicles, or other personal needs. A qualified and physically able companion must accompany travelers who need such assistance and must assume full responsibility for their well being. With prior permission and waivers, we will attempt to accommodate motorized scooters on domestic vacations, depending on the suitability of the itinerary. The passenger assumes the full risk of use and of any prohibitions

imposed by vendors. Motorized scooters are not typically suitable on international tours.

Although some of our ships have elevators, many of our small ships (e.g. river cruise vessels) do not. Passengers requiring ship elevators should inquire before making reservations. Additionally, most stateroom doors and restrooms are not wide enough to allow access by standard wheelchairs, and bathrooms and other doorways may be fitted with coamings. For safety reasons, passengers in wheelchairs cannot be carried on ramps in ports where the ship is at anchor.

YOUNG TRAVELERS & YOUTH GROUPS:

Travelers who are less than 18 years old on the departure date must be accompanied by an adult throughout the duration of the vacation, and on River Cruises, must share the adult's accommodation. We do not accept children less than 8 years old on Globus, Cosmos, or Avalon Waterways vacations. For any special requirements regarding airline tickets for children, contact your airline directly.

On Globus and Cosmos escorted vacations, young travelers 8-17 receive a 10% discount on the base land vacation price. The land vacation price does not include air between cities (internal air). To receive young traveler discounts, the age of the traveler must qualify at the commencement of travel. On Avalon Waterways and Globus River Cruises there are no discounts for young travelers, although children 8-17 are welcome on board.

There is no age restriction on Monograms Independent Vacations. Land arrangements for infants under two are free of charge, providing parents pay hotels directly for special arrangements, (e.g. food, crib, etc.)

Monograms vacations in China, Asia, South America, Australia, and New Zealand: Children 2-17 receive a 10% discount on the land vacation price. The land vacation price does not include air between cities (internal air). On vacations that include a cruise on the Iberostar Grand Amazon, children under 15 are not allowed on board and there is no discount for young travelers.

Monograms vacations in Hawaii: The land package for children 2-11 is free when sharing accommodations with two adults. The land vacation price does not include air between cities (internal air) or sightseeing costs.

Monograms vacations in Europe; Single City & Multi-City Getaways in North America: Children 12-17 receive a 10% discount on the land vacation price; children 11 and under receive a 50% discount when sharing accommodations with two adults. The land vacation price does not include air between cities (internal air). Excludes rail and driving vacations for Monograms North America.

Due to heightened security, many countries have adopted practices to prevent international abductions of children. If a child will be traveling with adults other than the parents or with only one parent, it is recommended that a notarized letter be written by the parents or non-traveling parent granting authorization to travel, including the dates of travel. We suggest that you also contact the appropriate consulate and airlines because they may have additional requirements or recommendations.

A youth group is any group in which more than half of the passengers are between the ages of 8 and 17. Youth groups must be identified as such at the time of booking. There must be a minimum of 1 adult for every 9 youths. Youth groups with 10 or more youths must travel on a private coach. **Youth groups do not qualify for child reductions.** Additional forms & documentation will be required.

SMOKING:

Smoking is not allowed on transportation that is exclusively provided by the Globus family of brands. On cruise ships, smoking is restricted to certain areas of the vessel.

PRICE POLICY:

All vacation prices are based on rates (reflecting foreign exchange rates) known at the time of publication and expected to be in effect at the time of departure, and do not include airfare except where noted. Vacation prices are per person, based on double occupancy. Single room supplements and triple and quad room reductions are listed where applicable. Not all accommodation types are available on all vacations.

Air is only available to passengers traveling from the United States and only available when booked in conjunction with a land vacation. For more information, please reference the Custom Group Air Policy for your destination.

VISAS & PASSPORTS:

You are responsible for obtaining and paying for all visas and entry documents, for meeting all health and other requirements, and for any documents required by the laws, regulations, orders, and/or requirements of the countries you will visit. Non-U.S. citizens must consult with appropriate consulates to determine if any visas are needed and are responsible for obtaining all visas and entry documents

independently. The Globus family of brands is not responsible for providing you with specific visa and passport information or documentation and the Globus family of brands cannot accept liability for any passenger refused entry onto any transport or into any country due to failure of the passenger to carry correct documentation. All passengers traveling internationally are required to have a passport. Most countries require that the passport be valid for at least six (6) months beyond the conclusion of your trip. It is recommended you have a minimum of three blank pages in your passport when traveling, as many countries require blank pages. Multiple-entry visas are required for some vacations. It is your responsibility to verify all visa and passport requirements.

ACCOMMODATIONS:

The accommodations listed are intended to be used; however, if a change becomes necessary for any reason, the accommodations substituted will be equivalent to those shown. Every effort is made to reserve only twin-bedded rooms. Occasionally, some hotels will only provide double-bedded rooms. These rooms will be allocated to couples. Please note that accommodation check-in times vary worldwide.

In North America reductions quoted for triple occupancy are based on rooms with 2 double beds. It may be possible to arrange a third (usually foldaway) bed but this facility cannot be guaranteed.

PRIVATE BATH & SINGLE ROOMS:

In exceptional cases where private baths or single rooms reserved by us are not available, refunds will be made by the Tour Director, Cruise Director, or Local Host. Claims made in this respect cannot be accepted after the vacation is completed.

BAGGAGE ALLOWANCE:

Porterage for one suitcase is included in the vacation price. Airport and train station porterage is not included unless otherwise specified in your travel documents. Due to limited motorcoach capacity, your single bag should have dimensions not exceeding 30"x21"x11" and weight not exceeding 50lbs (22kg). We regret that we are unable to accept a second suitcase or any luggage exceeding these limits. Some vacations have more restrictive regulations than these listed above. Please refer to your Travel Documents for more information.

Your air carrier may have stricter weight/dimension limitations than those listed above. Size and weight limitations for carry-on and checked baggage vary from airline to airline and even according to destination, and are becoming more restrictive. Some airlines are also charging fees for additional checked baggage, including the first checked bag, and these fees are not included in the vacation package. Please check with your airline(s) directly for baggage information and regulations. The Globus family of brands is not responsible for additional fees imposed by air carriers regarding baggage. Regulations within most airports require that travelers handle their own luggage through customs. No responsibility is accepted for loss of or damage to baggage or any of the traveler's belongings throughout the duration of the vacation. Baggage insurance is recommended. See our Web site for an all-inclusive Travel Protection Plan. Carry-on bags should not exceed the dimensions of 12"x11"x6". For safety reasons, wheeled carry-on bags are not suitable as hand luggage on motorcoaches and mini-buses.

Carry-on bags must be small enough to store in overhead bins or under the seat in front of you on motorcoaches and other transportation.

Avalon Waterways will supply each traveler with a complimentary travel bag, which can serve as your carry-on bag. Globus, Cosmos and Monograms packages do NOT include travel bags.

TRAVEL DOCUMENTS:

Passenger travel documents, including any paper airline tickets or e-ticket itineraries, are sent by regular ground delivery to one central address for the group approximately two to three weeks prior to departure, provided full invoice payment has been received.

If any passenger requires special document handling including but not limited to overnight delivery or multiple delivery address, additional fees will apply.

NOT INCLUDED IN THE VACATION PRICE:

Federal inspection fees for the Federal U.S. Customs and Immigrations; International Air Transportation tax; agricultural tax; other per person taxes imposed by government entities; airport taxes and fees including the September 11th Security fee up to \$10 per person. Passenger facility charges up to \$18 per person, Federal domestic flight segment fees up to \$3.50 per segment and U.S. and International arrival and departure, and other government imposed fees up to \$300 per person; port taxes; passports; visas and vaccinations; tips to your Tour or Cruise Director, Local Host, driver, Local Guides, and/or ships' crew; (unless pre-paid gratuity has been specified in your travel documents); gratuities on ferries, trains, and cruise ships; laundry; telephone; minibar; alcohol, beverages, and food outside of the contracted the Globus family of brands menu as presented at a hotel or restaurant (these extra items will be billed to you before leaving the hotel, ship, or

restaurant); optional excursions; airport transfers on non-qualifying flights; porterage at airports and train stations; Travel Protection premiums; excess baggage fees; and all other items of a personal nature.

REFUNDS:

Please note that any request for refunds is subject to these terms and conditions; no refund can be made for unused services of less than 48 consecutive hours, for unused transportation where group activity tickets are involved, or for voluntary modifications made by the traveler. There are no refunds on river cruises. Airport transfers are complimentary with air booked through the Globus family of brands on qualifying flights and dates. Not all flights qualify. Customers not using the included transfer will not be given a cash equivalent or vacation price reduction.

SERVICE INQUIRIES AFTER THE VACATION:

After returning from your vacation, if you wish to inquire about any services provided, please ensure that all correspondence relating to those services is received by the Globus family of brands, Traveler Services, Group Voyagers Inc. (see address under "Responsibility").

Any complaint or claim involving the vacation services offered must be notified to the Company within 30 days of the tour completion, except where such time limitations are prohibited by law.

As it is difficult and sometimes impossible to properly investigate a complaint if we are not advised of such complaint quickly, any compensation you may have been able to claim could be reduced or even forfeited if you do not follow the complaints procedure set out in this clause.

In the event of a problem or complaint involving the negligence of any of our suppliers, sub-contractors, or agents in relation to any service provided to the vacation participant, we must receive the complaint while on the tour or cruise or within 30 days of tour completion.

HOLIDAYS:

During local or national holidays or special events, on Sundays, and religious occasions, certain facilities such as museums, churches, restaurants, sightseeing tours, and shopping may be limited or not available. Alternatives will be offered whenever possible. The Globus family of brands cannot be held responsible for any closures or curtailments for any reason.

SAFETY:

Please be aware that during your participation in vacations operated by the Globus family of brands, certain risks and dangers may arise beyond our control, including but not limited to: the hazards of traveling in undeveloped areas; travel by boat, train, automobile, aircraft, or other means of transportation; the forces of nature; political unrest; acts of lawlessness or terrorism; and accident or illness in remote regions without means of rapid evacuation or medical facilities. The Globus family of brands will not have liability regarding provision of medical care or the adequacy of any care that may be rendered. It is understood that the best efforts to ensure that adequate measures are taken.

ITINERARY CHANGES—CRUISES:

In the event of water level problems on stretches of any river, it may be necessary to operate part of the itinerary by motorcoach. The Globus family of brands reserves the right to change the itinerary whenever conditions, in the opinion of the Master of the Ship or local waterways regulations render it advisable or necessary. Globus will not be responsible for any loss or expense caused by reason of such changes.

The Globus family of brands reserves the right to cancel, advance, or postpone any scheduled tour and/or sailing date and may, but is not obligated to, substitute another vessel, and shall not be liable for any loss whatsoever to tour/cruise participants by reason of any such cancellation, advancement, or postponement. In the event of cancellation by the Globus family of brands only, tour/cruise participants' only right of recourse shall be to a refund of monies paid to the Globus family of brands in connection with such tour/cruise. In the event of charters of the vessels, strikes, lockouts, riots, or stoppage of labor for whatever cause or for any other reason whatsoever, the Globus family of brands may at any time cancel, advance, or postpone any scheduled sailing and may, but is not obligated to, substitute another vessel and shall not be liable for any loss whatsoever to tour/cruise participants by reason of any such cancellation, advancement, or postponement.

OPTIONAL EXCURSIONS & ACTIVITIES:

The air carriers, accommodations, and other suppliers (referred to as "the Suppliers") (including but not limited to trains, cruises, ferries, motorcoaches, hotels, and restaurants) providing optional activities and excursions ("the Services") in the area of the vacation itinerary that are available for booking are not run, supervised, or controlled in any way by the Company. These services are provided by local operators or other third parties that are entirely independent of the Company, which has no control and has no right of control over the operations of these independent contractors.

Such activities and excursions do not form any part of the product or services sold to you by the Company or of these

Terms and Conditions, even where the Company suggests particular operators/other third parties and/or assists you in booking such activities or excursions. Your contract for such activity or excursion will be with the organizer or operator of that activity or excursion and will be subject to its Terms and Conditions, which may contain exclusions or limitations of liability. The Company has no liability for any such activity or excursion or for any act(s) or omission(s) of the organizer or operator or for any of its employees or agents or any other person(s) connected with the activity or excursion.

Any advice or assistance on or with any activity or excursion provided by any local representative does not mean or imply that the activity or excursion is sold, supervised, or controlled by the Company or that any such advice or assistance is given on behalf of the Company. Vacation participants are asked to check with the operator of any activity or excursion and the applicable Terms and Conditions before booking.

RESPONSIBILITY:

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After departure, if the services included in the vacation cannot be supplied or there are changes in an itinerary for reasons beyond the control of the Company, the Company will arrange for the provision of comparable services. Any resulting additional expense will be the responsibility of vacation participants, and any resulting savings will be refunded by the Company to vacation participants. The Company reserves the right to accept or reject any person as a vacation participant; to expel any participant from the vacation; to make changes in the itinerary whenever the Company deems it necessary for the comfort, convenience, or safety of the participants; and to cancel a vacation at any time. The vacation participant agrees that neither the Company nor its affiliates shall be liable for any damage, loss (including personal injury, death, and property loss), or expense occasioned by any act or omission of any supplier providing services, any insurer or insurance administrator under the Travel Protection Plan, or any other person. Any dispute between the vacation participant and the Company directly or indirectly relating to the Terms and Conditions shall be first submitted to mediation at Denver, Colorado, before a mediator mutually agreed to by the parties. If mediation is not successful, the dispute must be resolved by binding arbitration under Colorado law before the Judicial Arbitrator Group or its successor located at 1601 Blake Street, Denver, Colorado 80202. The prevailing party shall be entitled to an award of costs and reasonable attorneys' fees. Any action to enforce the arbitrator's decision shall be brought in the state or federal courts in the State of Colorado. Arbitration against the Company must be commenced within one year following the date of tour completion. Neither the Company nor any affiliate shall in any case be liable for other than compensatory damages, and you hereby waive any right to punitive damages. No person, other than an authorized representative of the Company by a document in writing, is authorized to vary, add, or waive any term or condition in its brochure or on its Web site, including any term or condition set forth in the preceding provisions.

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