

# GENERAL CONDITIONS

**DEPOSIT PAYMENTS:** A non-refundable land deposit of \$250 per person is required for coach tours, \$150 per person for self-drive and city vacations and \$400 for river cruises. Deposits are required within 5 days of making the reservation.

**CREDIT CARD PAYMENTS:** We accept most major credit cards. Your travel agent needs to provide us with the cardholder's information, including billing address and must have the holder's signature on file.

**FINAL PAYMENTS:** Full payment must be made no later than 70 days prior to departure date for coach tours and self-drives; 95 days prior for river cruises. CIE Tours accepts payment by check or major credit cards. Canadian clients may pay by a Canadian check drawn on a U.S. bank, money order in U.S. dollars or credit card. If payment is not received as scheduled, your reservation will automatically cancel and deposit payment become forfeit.

**LATE BOOKINGS:** Tours booked between 30 and 14 days prior to departure date may incur a late fee of \$50 per reservation in addition to overnight delivery charges when necessary.

**LAND REVISION FEE:** Any revision to land arrangements made after the original booking has been processed will incur a \$50 handling fee per booking. We cannot accept revisions within 14 days of departure or once we have issued documents.

**LAND CANCELLATIONS:** Penalties per person apply:

70 days or longer	Forfeiture of deposit
69 & 46 days	25% per person
45 & 8 days	35% per person
7 & 1 days	50% per person
On day of departure	100% per person

**AIR CANCELLATIONS:** All Aer Lingus fares require instant purchase and are non-refundable. Other airlines' cancellation conditions vary, details should be requested at time of booking. No refund can be made for non-refundable airfares.

**CRUISE CANCELLATIONS:** Penalties per person apply:

121 days or longer	Forfeiture of deposit
120-90 days	15% of total price
89-60 days	35% of total price
59-30 days	50% of total price
29-7 days	80% of total price
6 days or less	100% of total price

All cancellations must be advised in writing (by mail, fax or e-mail) to CIE Tours prior to tour departure during normal business hours (9:00 am to 5:00 pm ET, Mondays through Fridays). Minimum cancellation penalty is the deposit amount.

**TRAVEL PROTECTION PLAN:** CIE Tours' tour protection plan is designed to safeguard your travel investment and your well-being while on vacation. We recommend this policy so strongly that we automatically include the cost on your invoice as the premium must be paid at time of deposit. If you decide not to purchase coverage, deduct premium from your payment. Once you pay the premium, we will send the certificate of insurance with your final documents. The plan also covers air purchased separately, provided cancellations are made for covered reasons. See page 106 for overall conditions, benefits and exclusions.

**AIR TRANSPORTATION:** Availability of airfare prices in this brochure is limited and at the time you purchase your tour, air fares may be higher. For current prices, see our website or call our toll-free number. CIE Tours has selected airfares that are most suitable when combined with land arrangements. Airfares are guaranteed once they have been paid and ticketed. Name changes made after tickets have been issued are subject to cancellation or change fees. Once travel is completed CIE Tours cannot issue copies of airline tickets for clients with frequent flyer programs.

**TRAVELERS WITH SPECIAL NEEDS:** Passengers who require particular assistance must advise CIE Tours at time of booking and must travel with a qualified travel companion as CIE Tours drivers and guides cannot provide individualized help. As our coaches are not equipped with wheelchair ramps, all tour members must be able to mount 3 or 4 steps into coach. CIE Tours is not responsible for denial of services by any of our suppliers.

**COACH TRANSPORTATION:** Coach tours are usually operated by 48 seat motor coaches. When passenger numbers are low, a smaller coach may be used.

**TOUR DIRECTOR:** The entire land portion of all motorcoach tours is conducted by a professional driver/guide and/or tour director as indicated for each tour. When numbers on a coach tour fall below 25 persons the operator reserves the right to substitute our tour director with a qualified driver/guide.

**ACCOMMODATION:** Land arrangements are provided as described in each tour program. CIE Tours reserves the right to substitute hotels for accommodations in similar categories. Accommodation in B&Bs (farmhouses, town and country homes) is clean, comfortable and includes private bathrooms.

**VISITS, ENTERTAINMENT AND OTHER FEATURES:** CIE Tours reserves the right to substitute visits, entertainment and other features when establishments are closed or cannot be visited for reasons beyond our control.

**CRUISE ITINERARIES:** Deviations to the planned cruise itineraries and hotels are possible if conditions render them advisable or necessary. All cruise routes are subject to change without notice. In the rare event of water level problems on the River Danube, it may be necessary to operate part of the itinerary by motorcoach.

**CIE TOURS CANCELLATIONS:** If it becomes necessary to cancel a coach tour prior to departure, CIE Tours will offer the next available date at no additional land cost or will make a full refund of all monies paid to CIE Tours. CIE Tours cannot accept responsibility for any additional costs or fees relating to such a tour booking or for any cancellation penalties due to non-refundable airfares, unless ticket is purchased from CIE Tours.

**LUGGAGE:** Handling of one piece of luggage per person is included in the cost of all coach tours. Size should not exceed 30 x 20 x 10 inches and weight should be under 50 lbs. Luggage is carried at owner's risk throughout the tour unless insured. Trunk space in self-drive cars is limited so pack lightly, preferably using soft-sided suitcases. Airlines impose their own restrictions.

**TIPS:** Tips for personal services and to tour directors and drivers are not included in tour cost and left to your discretion.

**CHILDREN/YOUNG ADULTS:** Children under 8 are not permitted to travel on coach tours. Those aged 8 or over are charged the full adult rate (less \$100 discount) and must travel with an adult. Young people traveling unaccompanied must be at least 21 years old.

**SMOKING POLICY:** Smoking is not allowed on the motorcoach but frequent stops are made throughout the day.

**NOT INCLUDED:** All items of a personal nature (room service, beverages, telephone charges, laundry, special food requests, etc.) and meals not specified on the tour itinerary are not included and must be paid by the passenger.

**DOCUMENTS:** Documents will be shipped by U.P.S. ground service approximately 21 days prior to departure provided full payment has been received. If documents are required earlier than 21 days, we need sufficient notice to arrange for early delivery by regular service. Late bookings will incur an express service delivery charge.

**UNUSED TOUR ARRANGEMENTS:** CIE Tours cannot make refunds or exchanges for unused accommodations, services or features of any tour unless agreed upon prior to departure.

**CAR RENTAL INSURANCE:** Basic car rental insurance charges include unlimited mileage, local taxes and third party insurance, which covers passenger indemnity in respect to injuries resulting from an accident involving the rental car. The hirer is responsible for all damage to the rental car and must leave an imprint of a major credit card with the car rental company at the start of the rental to cover any damage which may occur. Read the following sections closely to see how the hirer can indemnify himself/herself against liability by purchasing supplementary insurances.

**ADDITIONAL CHARGES:** The various charges listed below must all be paid at start of hire in Ireland. However, you can save up to 30% when you pay Collision Damage Waiver and Theft Protection at time of booking - refer to car rental programs in brochure.

**COLLISION DAMAGE WAIVER (CDW):** Indemnifies the driver against damage to the rental car.  
Daily cost: IRL €14.50-20.50 UK £18.00  
Some credit card companies offer CDW protection on car rentals. The hirer should contact the relevant credit card company to determine whether coverage is applicable and to what extent.

**CDW DEDUCTIBLE/EXCLUSIONS:** The following deductible amounts vary depending on car rented and are not covered by CDW.  
IRL €900-1,900 UK £550-1,100

**SUPER CDW:** To insure against CDW deductible amounts above, the hirer may purchase a Super CDW.  
Daily cost: IRL €9-14 UK £12.00-20.00

**DRIVER/BAGGAGE PROTECTION (DBP/PAI):** As the driver is not covered by 3rd party insurance, DBP protects the driver.  
Daily cost: IRL €5.50 UK £5.95

**THEFT PROTECTION (TP):**  
Daily cost: IRL €6.00-9.00 UK £9.50

**AGE LIMITS:** IRL 25-75 years UK 25-75 years  
Certain conditions apply for drivers 76-79 years. Younger drivers must pay a surcharge and are limited to small cars  
Daily cost: IRL 23-24 years €26  
UK 21-22 years £15  
UK 23-24 years £7.50

**VEHICLE LICENSE FEE:**  
Daily cost: IRL None UK £1.26

## LOCATION SERVICE CHARGE(LSC):

Rental cost: IRL €26 UK £23.00  
LSC in IRL is waived if CDW paid in advance. LSC in UK applies to all rentals whether CDW is prepaid or not.

## EXTRA DRIVER(S) SUPPLEMENT:

Daily cost per additional driver:  
IRL €9.50 UK £5.00

**CAR RENTAL TAXES (VAT):** Included in basic rental cost.

**DRIVING LICENSE:** Drivers must have one year's driving experience and produce a valid driving license with no endorsements, issued in their state/country of residence.

**GASOLINE/PARKING:** The purchase of gasoline and payment of parking fees are the hirer's responsibility.

**CAR RENTAL CATEGORIES:** Car rental companies reserve the right to substitute cars for other models in similar category.

**CHAUFFEUR-DRIVE CARS:** Rates are calculated on a maximum driving time of 7 hours per day.

**RESPONSIBILITY:** CIE Tours International, Inc., its employees, shareholders, officers and directors (collectively "CIE") does not own or operate any entity which is to or does provide goods or services for your trip, including, for example, lodging facilities, transportation companies, local ground operators, including, without limitation, various entities which may utilize the CIE name, guides, entertainment, food or drink service providers, equipment suppliers, etc. As a result, CIE is not responsible for any negligent or willful act or failure to act of any such person or entity. In addition, CIE is not responsible for any negligent or willful act or failure to act of any person or entity it does not own or control, nor for any act or inaction of any other third party not under its control. You may see the name CIE affixed to motor vehicles, on signs around the hotel or elsewhere. This use of our name is purely for reasons of identification and does not denote ownership, supervision, or control by CIE in any way. Italian coach tours are operated for CIE by Europe at Cost, Eastern European coach tours by Kompas Holidays International and European River Cruises by Amadeus Waterways. Without limitation CIE is not liable for any direct, indirect, consequential, or incidental damage, injury, death, loss, accident, delay, inconvenience or irregularity of any kind which may be occasioned by reason of any act or omission beyond its control, including, without limitation any willful or negligent act, failure to act, breach of contract or violation of local law or regulation of any third party such as an airline, train, hotel, bus, taxi, van, local ground handler or guide, financial default or insolvency of any supplier and/or restaurant which is, to, or does supply any goods or services for this trip. CIE is not responsible for any loss, injury, death or inconvenience due to delay or changes in schedule, over-booking of accommodation, default of any third party, attacks by animals, sickness, the lack of appropriate medical care, evacuation to same, if necessary, weather, strikes, acts of God or government, acts of terrorism, or the threat thereof, force majeure, war, quarantine, epidemics, or the threat thereof, criminal activity, or any other cause beyond its control. The right is reserved to alter the itinerary, at CIE's sole discretion, as it may deem necessary or advisable. CIE reserves the right to decline to accept or retain any passenger on any of its tours if, in its sole discretion, it deems accepting or retaining any such person as being detrimental to the tour. In the event any passenger is removed from a trip, CIE's only obligation is to refund to that person that portion of the payment allocable to unused services. Changes in the RESPONSIBILITY CLAUSE can be made only in writing signed by an officer of CIE.

**ARBITRATION:** Any and all disputes concerning this contract, the brochure or other literature about your trip or the trip itself shall be resolved solely and exclusively by binding arbitration according to the then current commercial rules of the American Arbitration Association. Any such arbitration will take place in Morris County, New Jersey (or the closest AAA to Morris County). In any such arbitration, the substantive (but not procedural) law of New Jersey will apply.

**IMPORTANT:** CIE Tours accepts no responsibility for losses or expenses due to delay or changes in schedules, flight cancellations or misconnections due to mechanical problems, sickness, quarantine, weather, acts of God, strikes, government actions, war, terrorism or other circumstances beyond its control. Passengers must bear all such losses or expenses. To guard against unforeseen circumstances, we recommend you purchase our optional tour protection insurance plan outlined on page 106.

**VALIDITY:** Rates in this brochure are valid from January 1, 2009 to December 31, 2009 and are quoted on a per person, sharing twin room basis. All prices are shown in U.S. dollars and are calculated on currency rates and fares existing on October 1, 2008. CIE Tours reserves the right to alter prices at any time prior to departure and without prior notice if circumstances so warrant. Any devaluation or revaluation of currencies may affect published prices.