

CUSTOM GROUP POLICY

INITIAL DEPOSIT

A non-refundable deposit of \$500.00* per coach is required upon acceptance of the itinerary. Upon receipt of deposit, signed contract, charter agreement (if applicable), and group profile, all arrangements will be requested by Brendan. This deposit will be credited to the final tour cost.

Additional air/hotel/charter deposits may be required to hold space and will be advised at time of proposal.

CURRENCY GUARANTEE*

A firm quote cannot usually be given earlier than November of the previous year. For currency guarantee, a non-refundable deposit based on the expected number of passengers is required within 14 days of receiving the proposal. If after 14 days you decide to guarantee the quote, your tour must be re-priced on current rates of exchange. Please note that this currency guarantee deposit will be applied to final costs.

Groups of 10–20 passengers = \$1000.00
Groups of 21–45 passengers = \$1500.00
Groups of 46–60 passengers = \$2000.00
Groups 61+ passengers = \$2500.00

Tours with currency guarantees will not be re-priced at 95 days prior to departure while tours without currency guarantee will be re-priced at the current exchange rate.

TENTATIVE EARLY QUOTE

Quotes made through November of the year prior to the year of operation of the custom tour are tentative. These quotes are based on the current year's supplier pricing, and are subject to change for the year of operation. Any quotes requested through October of the previous year will automatically be re-priced in November with final supplier prices and up to date rates of exchange. At this stage, you have the option to upgrade to a "Firm quote with currency guarantee"

PAYMENT & REVIEW DATES

At 95 days prior to departure, we will require 100% of passport names, along with a non-refundable deposit of \$200.00 per person. Brendan reserves the right to release any unused space.

At this time, your tour will be re-priced based on passenger count and current rate of exchange, if no currency guarantee option has been taken.

At 65 days prior to departure, final

payment is due along with the final passenger/rooming list. At this time, your space is reduced to the number of names received. Any additional seats required within 65 days will be on a request basis only, subject to availability, and may incur a higher cost.

INVOICE

While every endeavor is made to ensure the accuracy of the invoice, it is your responsibility to check all inclusions as any item not specified will incur supplementary charges.

LAND CANCELLATION FEES

In the event the entire group is cancelled, after a deposit has been received, the initial deposit will be held as cancellation fee.

For individual cancellations the penalties are as follows:

95-65 days: \$200.00/p cancelled
64-22 days: 20% of total price p/p
21- 08 days: 30% of total price p/p
07-00 days: 100% of total price p/p

Additional deposits required to hold services quoted or charter space are subject to those suppliers terms and conditions. Penalties are subject to the supplier and charter policies.

All quotes for custom tours are given on a sliding scale. Should the group fall below the minimum specified numbers, even if final payment has been received, will be re-invoiced based on the new passenger count.

AIR

All airlines will require a per seat deposit. As the amount varies by carrier, the deposit required will be advised at the time of air confirmation. Note: Some deposits may be non-refundable. Airfares, fuel surcharges and taxes are not guaranteed until ticketed. We reserve the right to recover from you increases in airline-imposed fuel surcharges and any taxes, charges, or levies imposed by any government or its agencies.

Brendan will not be responsible for researching and making copies of passenger's airline tickets. Frequent flyer mileage may not be collected with certain carriers.

AIR CANCELLATION FEES

Per airline terms and conditions once air space is confirmed. Please refer to the air contract supplied (if applicable).

FUEL SURCHARGES & AIR RELATED TAXES, FEES AND

RESTRICTIONS

All quoted land and air prices include fuel surcharges, however, Brendan reserves the right to recover increases in those surcharges at any time. Additional air related taxes and fees may apply and will be passed on to each passenger by Brendan. All additional fees charged by the airlines, such as baggage handling, seat selection and/or any other services are the sole responsibility of the passenger. Additional air related restrictions apply. For details visit brendanvacations.com/airrelatedinfo

CHANGE/AMENDMENT FEES

A fee of \$30.00 per amendment will be charged for any alteration or revision made to the reservation after deposit.

CREDIT CARDS

Credit card payments are accepted on an individual's credit card for the GROSS amount authorized by the travel agent. In the event of a cancellation by the individual, penalties will be figured on the NET tour cost. Brendan will credit the difference between the net penalty and the net cost back to the client's credit card as it is the original form of payment. If the agency chooses to charge additional fees of any kind, they agree to act as the merchant for all received customer payments.

A 3.5% handling fee will be assessed on the difference between the NET price quoted by Brendan and the GROSS selling price charged by the travel agent.

HOTEL ROOMS

Hotel rooms are not available for check-in before 3:00PM. Rooms with air-conditioning and specific bedding configuration are not guaranteed and may be subject to a supplement.

TOUR DIRECTORS

Certain countries in Europe require a professional tour director with the exception of Ireland. Motorcoach drivers on the continent may not speak English.

SIGHTSEEING & TRANSFERS

If requested, airport transfers can be included in the cost of the group quote as long as the group arrives and departs on the start and end dates of the tour on the same flight. Passengers deviating from the group flight will be responsible for making their own arrangements. No refunds or reductions will be given for unused segments.

Sightseeing and entrance fees are per the itinerary.

TRANSPORTATION AND TRANSPORTATION FUEL SURCHARGES

Ground transportation will be by private motorcoach. The cost of coaching may not be included for use on mornings, afternoons, or full days shown in the itinerary as "at leisure." Thus, should you require the use of the coach during periods designated "at leisure" for optional touring or independent arrangements, this request must be forwarded to Brendan in writing, with your original request. Any additional cost involved will be collected with final payment. Touring coaches are air-conditioned and most are equipped with an emergency washroom. Smoking is prohibited. Brendan reserves the right to recover any operator or government imposed fuel surcharges on land and cruise arrangements until final payment is received.

PASSPORTS & VISAS

A valid passport is required of all tour participants. It must be valid six months after date of return. Non U.S. citizens must check with the appropriate consulates to determine if any visas are needed. Agents and/or passengers are responsible for obtaining any visas required. Agents and/or passengers are advised to consult with the appropriate consulates to determine if any visas are required.

PORTERAGE / BAGGAGE

Porterage for one suitcase is included in the tour price. Due to limited coach capacity, this single bag should have dimensions not exceeding 30" x 18" x 10" and weight not exceeding 50 lbs. Where a second bag is accepted a small charge per day will be collected. Wheeled carry-on bags are not allowed on Motorcoaches. No responsibility is accepted for loss or damage to baggage or any of the passengers' belongings. Baggage insurance is recommended

We recommend you consult the air carrier or its website for detailed information regarding the checked baggage policies. Brendan is not responsible for additional fees imposed by air carriers.

TOUR CONDUCTOR POLICY

If applicable, Tour Conductor Policy applies to land only portion of tours based on twin rate. **Discounts**

AGENT INITIALS: _____ PAGE 1
calculated on full paying
passengers only.

TAXES, TIPS & SERVICE CHARGES

Where applicable and where possible, all taxes and service charges levied by the hotels or charged by the various governments and municipalities are included. Gratuities to porters, as well as tips for all meals are included, as specified.

HEALTH REQUIREMENT

Tour members should check with consulates and/or local health boards for the latest health requirements for countries being visited.

TRAVELERS WHO NEED SPECIAL ASSISTANCE

Any condition or disability requiring special attention **must** be reported to Brendan at the time of booking. Passengers with disabilities are welcome on Brendan's programs, provided they are accompanied by a qualified and physically-able companion capable of providing all assistance required. Brendan reserves the right to refuse to carry anyone it is felt cannot cope with the requirements of the vacation services. Motorcoaches, mini-buses and vans are not equipped with wheelchair ramps and motorized wheelchairs/scooters are not allowed.

TRAVEL DOCUMENTS

Are sent as e-documents via email within 3 weeks of tour departure, provided full payment has been received. Within 3 weeks of tour departure, provided full payment has been received. An additional \$15.00 per person is charged for documents requested in advance.

PRINTED MATERIAL

All promotional materials need to be approved by Brendan. No responsibility is accepted for marketing materials not approved by Brendan. Unauthorized use of Brendan Branding or Logo is not permitted.

NOT INCLUDED

Airfare (unless specified), Air related taxes & fees, Passports, visas

insurances of all kinds, health documents, laundry, beverages and meals not specified, tips to tour director, driver, and local city guides, portage at U.S. airports, rail stations and ferry terminals, optional excursions, as well as all other items of a personal nature. The tour price also does not cover cost and expense including the return to your home, if you leave the tour at your own volition, or due to illness, or as a consequence of official action by the government of any country visited.

CRUISE, RAIL, LODGES & CHARTER

Deposit requirements and cancellation penalties must adhere to the regulations of the cruise, rail or charter company.

TRAVEL PROTECTION PLAN

Brendan strongly recommends that your clients purchase Brendan's Travel Plan. The Plan will pay reimbursement benefits based on the per person net costs quoted by Brendan for group arrangements. If cancelled for a covered reason, the Plan will refund up to 100% of the NET air (when Brendan issues the air tickets) and land amount paid, in accordance with the cancellation fees noted. The travel agent will be responsible for reimbursement to the passenger of the differential between the GROSS selling price charged to each group passenger (including any added charges by the travel agent or association) and the NET price of program, as well as any refund due the group passenger by Brendan. Additionally, the Plan includes "Cancel for Any Reason" coverage, which applies if a group member cancels up to 48 hours before the start of Brendan vacation services for any reason not covered by the Plan provisions. Please note that the Travel Protection Plan premium cost depends on the total cost of Brendan vacation services and is non-refundable once purchased. Group members must pay the Plan premium within 48 hours of their initial per person deposit to include the Pre-Existing Conditions waiver and the "Cancel for Any Reason" coverage. BerkelyCare understands that typically, Brendan requires a "blanket" deposit to block

land and air space to initiate a group booking and that the individual passenger's name and acceptance of Brendan's Travel Protection Plan will be advised by you (the travel agent) to Brendan Vacations at a later date. **NOTE: the Plan is not offered for group arrangements using chartered vacation services.**

REFUNDS

No refunds will be made for unused services once travel arrangements have commenced. In the event of your withdrawal from a tour after commencement for reasons of illness, you must obtain a medical certificate in support of any insurance claim. We regret that no refunds can be made for absences from a tour, including but not limited to, missed meals or sightseeing.

SERVICE INQUIRIES

If after the program you wish to inquire about any services provided, please ensure that all correspondence relating to those services is received by Brendan within **60 days** after the program completion date. Please address all correspondence to customerservice@brendanvacations.com.

ADDENDUMS:

An addendum letter with review dates will be sent for signature once services are confirmed or revisions are made. All future correspondence regarding this group, once under operation, will supersede this signed contract.

RESPONSIBILITY

Brendan Vacations, Chatsworth, California and its various suppliers (hereinafter referred to as "the Operator") are responsible to provide to you, vacation services offered, including transportation, sightseeing and hotel accommodation.

The carriers, hotels and other suppliers providing tour services (hereinafter referred to as "the Supplier") are independent contractors and are not agents, employees or servants of, or joint ventures with, the operator and its affiliates.

Certificates and other travel documents

for tour services issued by the operator are subject to the terms and conditions specified by the supplier and to the laws of the countries in which services are supplied.

If, due to force majeure, the services included in the tour cannot be supplied or there are changes in an itinerary for reasons beyond the control of the operator or supplier, the operator or supplier will arrange for the provision of comparable services. Any resulting additional expense will be payable by the tour participants and any resulting savings will be refunded by the operator to tour participants.

The operator or supplier reserves the right to accept or reject any person as a tour participant from the tour, to make changes in the itinerary whenever the operator or supplier deems it necessary to the comfort, convenience or safety of the tour participants, and to cancel a tour at any time. If the operator or supplier cancels a tour, the operator has no responsibility beyond the refund of all monies paid to the operator by the tour participant.

The tour participant agrees that neither the operator nor its affiliates shall be liable for any damage, loss (including personal injury, death and property loss) or expenses occasioned by any act or omission of any supplier providing tour services or of any other person.

No person, other than an authorized representative of the operator, by a document in writing, is authorized to vary, add or waive any term or condition in any of Brendan's brochures, including any term or condition set forth in the preceding provisions.

Every endeavor is made to ensure all services are included in pricing and invoicing. However, it is your responsibility to check all inclusions and payments, as unreported errors will incur supplemental charges.

For full and updated terms and conditions please refer to the Brendan website at brendanvacations.com

CST#:2084503-2

AGENCY ACKNOWLEDGEMENT:

Please acknowledge that you have read and understood the above information regarding Brendan's terms and conditions, including cancellation fees, by initialing and signing this document. Please return one copy of the 2 page Group Policy, one copy of the Group Profile and one copy of the Charter agreement*, Special needs form* and Credit card authorization* (*if applicable), along with your deposit. This agreement shall be effective when signed below and photocopy, facsimile, electronic or other copies have been received by Brendan. **Such copies shall have the same effect for all purposes as an ink-signed original.**

Group arrangements will be requested only upon receipt of payment, signed 2 page Group Policy, Group Profile and Charter agreement*, Special needs form* and Credit card authorization* (*if applicable) agreement, if applicable.



Brendan Vacations Group Dept.

Agent's Signature (Please sign)

Date

